



Missouri  
Senior Community Service  
Employment Program (SCSEP)  
State Plan 2020-2023  
2-Year Update

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**Missouri State Plan  
Senior Community Service Employment Program (SCSEP) Missouri  
Department of Health and Senior Services  
Division of Senior and Disability Services [www.health.mo.gov](http://www.health.mo.gov)**

**VERIFICATION OF INTENT**

Per the Older Americans Act (OAA) of 1965, as amended and reauthorized in 2020, the Department of Health and Senior Services (DHSS) submits the Missouri Senior Community Service Employment Program (SCSEP) State Plan for the program years of 2020 through 2023, two-year update. The Division of Senior and Disability Services has been designated and given authority by the Governor of Missouri to develop and administer the SCSEP State Plan in compliance with all requirements under Title V of the OAA as amended and reauthorized in 2020.

Governor Michael Parson approves the Senior Community Service Employment Program State Plan and authorizes DHSS to proceed with activities within the plan upon approval from the United States Department of Labor (DOL), Employment and Training Administration.

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(Date)

Melanie Highland, Director  
Division of Senior and Disability Services

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(Date)

Richard W. Moore, Acting Director  
Department of Health and Senior Services

I respectfully submit the Missouri Senior Community Service Employment Program State Plan for approval by the U.S. Department of Labor Employment and Training Administration on this \_\_\_\_\_ day of \_\_\_\_\_, 2022.

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Michael L. Parson, Governor  
State of Missouri

## SECTION 1. PURPOSE OF THE STATE PLAN

The Senior Community Services Employment Program (SCSEP) is a community service and work-based training program. It is for unemployed low-income persons 55 years of age or older, particularly persons who have poor employment prospects. SCSEP is authorized by Title V of the Older Americans Act (OAA) and administered at the federal level by the U.S. Department of Labor (USDOL). It was established to foster individual economic self-sufficiency and promote valuable opportunities in community services. SCSEP is the only federally sponsored job creation program targeting low-income older Americans.

Older workers have access to SCSEP services and other employment assistance available through the Missouri Job Centers. Program participants train an average of 20 hours a week and receive the higher of federal, state, or local minimum wage. Participants are placed in a wide variety of community service activities at non-profit and public facilities, including daycare centers, senior centers, schools, and hospitals. Community service experiences serve as a bridge to unsubsidized employment positions. The program equally benefits participants and the communities they serve.

Section 503(a) of the OAA requires the Governor of each state to submit a state plan for consideration and approval. This plan outlines a four-year strategy for the statewide provision of community service training and other authorized activities for eligible individuals. Section 503(a) of the OAA also requires, at a minimum, a two-year modification of the plan. Governor Michael Parson has designated the Missouri Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS), responsible for developing and administering the state plan. (See Attachment A- DHSS Organizational Chart)

The USDOL provides each state with a state-level grant and competitively bids national grants for each state. In Missouri, the Governor has authorized DHSS to run the state SCSEP grant. DHSS utilizes a competitive bid process to award contracts to sub-grantees who administer the program in their assigned counties in Missouri. The state SCSEP sub-grantees are MERS Goodwill and AARP. The national grantees whom the USDOL awarded grants to provide SCSEP services in Missouri are AARP, SER National (SER), Goodwill Industries International, and the National Caucus and Center on Black Aging.

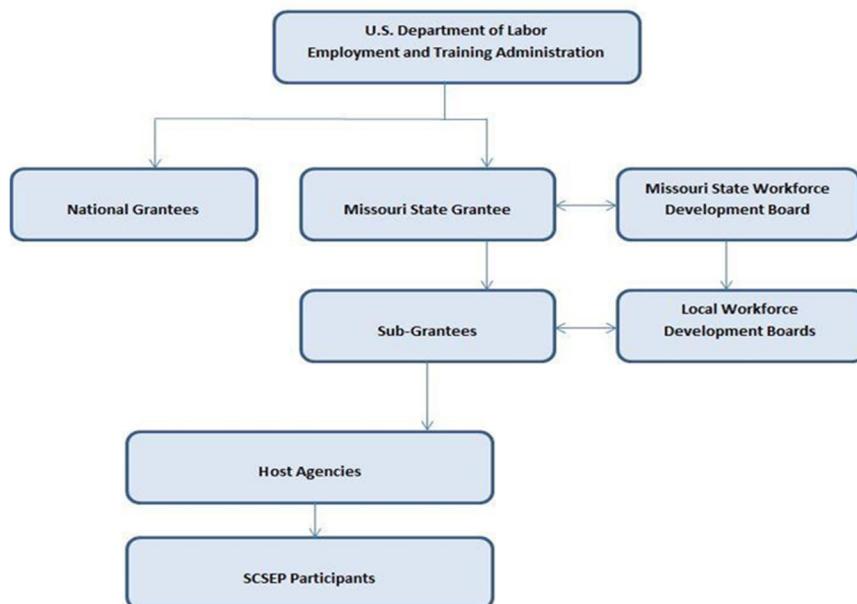
The state plan provides Missouri the opportunity to establish a system that ensures older workers are ready to meet the challenge of workforce demands. The state will continue to work with its network of partners to:

- Enhance coordination and integration of SCSEP with Missouri's workforce system to maximize the impact of limited workforce resources and ensure that services are customer-friendly.
- Increase public and employer awareness about SCSEP, the benefits of hiring older workers, and senior-friendly policies and practices.
- Ensure that training and employment strategies are based on local market conditions.
- Provide priority of service to areas and individuals most in need, particularly rural areas.
- Provide guidance to help SCSEP participants obtain employment that pays more than minimum wage.
- Strengthen services to increase the placement and retention of SCSEP participants in unsubsidized employment.

## SECTION 2. INVOLVEMENT OF ORGANIZATIONS AND INDIVIDUALS

An integral function of the state plan is to identify collaborative opportunities between the state, subgrantees, national grantees, and key stakeholders to accomplish the goals of SCSEP. In addition, the state plan guides coordination between SCSEP, the workforce development boards (WDB), and key stakeholders under the Workforce Innovation and Opportunity Act (WIOA). Finally, the state plan emphasizes the importance of partnerships between grantees and other social and employment programs, initiatives, and entities operating within the state. DSDS solicited input from the national grantees working in Missouri: AARP Foundation (AARP), Goodwill Industries International (GII), National Caucus & Center on Black Aging (NCBA), and SER National. The diagram in Figure 1 describes the organizational relationship for SCSEP from the federal level to the local level.

**Figure 1: Organizational Relationship of SCSEP Partners from the Federal to Local Level**



## SECTION 3. SOLICITATION AND COLLECTION OF PUBLIC COMMENTS

The draft state plan was posted to the DHSS website at [www.health.mo.gov](http://www.health.mo.gov) for public comment. DSDS also shared the draft state plan through the Division stakeholder listserve to ensure that all aging stakeholders had the opportunity to provide input. (See Attachment B- Public Comments)

## SECTION 4. BASIC DISTRIBUTION OF SCSEP POSITIONS

The U.S. Census data estimates from April 1, 2020, show Missouri's population increased 2.77 percent from 5,988,950<sup>1</sup> in 2010 to 6,154,913 in 2020.<sup>2</sup>

Data estimates from the 2021 U.S. Census show the five most populous incorporated places in the state were Kansas City (501,957), St. Louis (294,890), Springfield (168,568), Columbia (124,519), and

<sup>1</sup> United States Census Bureau, Quick Facts- <https://www.census.gov/quickfacts/fact/table/US,MO/POP010210>. (Retrieved 11/8/2021)

<sup>2</sup> United States Census Bureau, Quick Facts- <https://www.census.gov/quickfacts/fact/table/US,MO/POP010210>. (Retrieved 11/8/2021)

Independence (115,982). The top five most populous counties include St. Louis County, with a population of 992,177 (a decrease of 0.67 percent since 2010); Jackson County, with a population of 707,465 (an increase of 4.83 percent since 2010); St. Charles County, with a population of 408,506 (an increase of 12.91 percent since 2010); Greene County, with a population of 297,150 (an increase of 7.93 percent since 2010), and St. Louis City, with a population of 284,890 (a decrease of 7.66 percent since 2010). The 2021 Census data estimates show the five counties with the highest growth in population since 2010 were Platte, Christian, Lincoln, Clay, and Warren.<sup>3</sup> (See Figure 2)

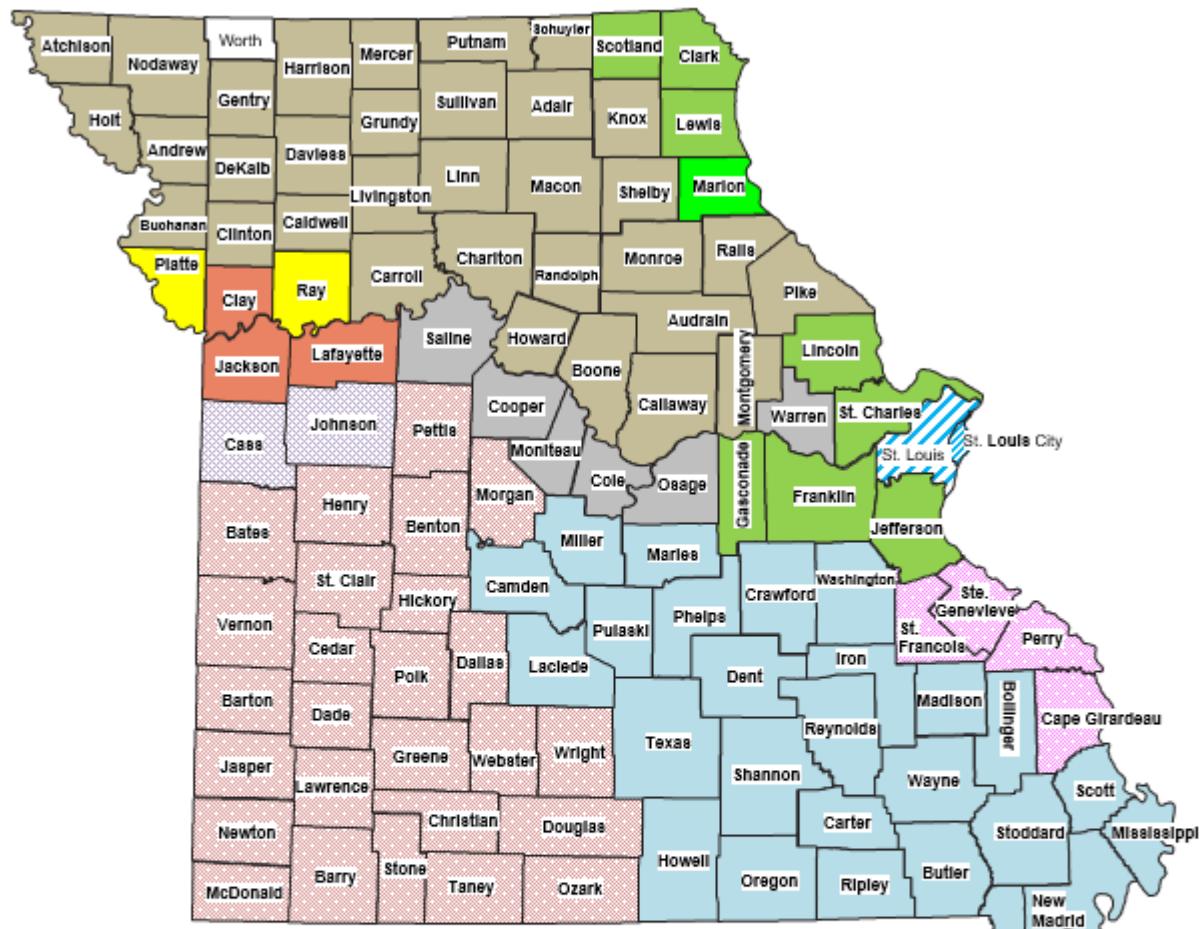
**Figure 2: Top Five Highest Growth Counties in Missouri from 2010-2021**

County	2010 Census	2021 Census Estimates	Percent Change
Platte County	89,322	107,726	20.6%
Christian County	77,422	91,697	18.4%
Lincoln County	52,566	61,813	17.6%
Clay County	221,939	257,124	15.9%
Warren County	32,513	37,415	15.1%

There are 115 counties, including the City of St. Louis (an independent city counted as a county) in Missouri. AARP, Goodwill Industries International, The National Caucus and Center on Black Aging, Inc., and SER National are the national grantees operating in the state. The national grantees have authorized positions in 106 counties in Missouri. The state sub-grantees, MERS Goodwill and AARP, have authorized positions in 21 counties. The 21 counties covered by the state grant are divided into three service areas, as shown in Figure 3. MERS Goodwill covers the St. Louis side of the state, and AARP covers the Kansas City side of the state. The map below identifies the counties included in the state grant and the national grantees' counties. As seen in the map below, the only county not allocated authorized positions by the USDOL is Worth County. (See Attachment C- Sub-Grantees/Positions Authorized Per County)

<sup>3</sup> World Population Review- <https://worldpopulationreview.com/states/cities/missouri>. (Retrieved 11/8/2021)

**Figure 3: Location of SCSEP Positions in Missouri**



#### LEGEND

- █ AARP (State only)
- █ MERS Goodwill (State only)
- █ MERS Goodwill State & SER National
- █ MERS Goodwill State & AARP National
- █ MERS Goodwill State & Goodwill Int.
- █ Goodwill International
- █ AARP State and NCBA
- █ NCBA
- █ AARP National
- █ AARP State & AARP National
- █ SER National

The USDOL determines the number of authorized and modified positions for each state and national grantee. Missouri's state grant received 202 authorized positions for plan year (PY) 2019, 204 authorized positions for PY2020, and 205 authorized positions for PY2021. Participants must receive the highest of federal, state, or local minimum wage.

Modified positions reduce the number of available positions in a state to compensate for funding the higher state minimum wage while ensuring each participant remains at or near 20 hours of paid training each week. Modified positions occur when the state or local minimum wage is higher than the federal minimum wage. Missouri had 162 modified positions for PY2019 due to Missouri's minimum wage being higher than the Federal minimum wage. The modified positions were reduced to 148 in PY2020 and 141 in PY2021. The decrease in modified positions is due to Missouri's year-over-year minimum wage increases, which voters passed in 2018. The minimum wage will continue to increase by \$.85 each year until SFY2023, when the minimum wage will be \$12 per hour.

DSDS works closely with sub-grantees to establish position allocations for the three service areas to ensure participants have adequate access to services that meet specific population requirements of DOL and OAA. DSDS and the sub-grantees annually review and update authorized and modified positions as appropriate. The current distribution of authorized positions reflects the DOL Equitable Distribution, along with the following factors:

- The proportion of eligible SCSEP persons in each county to the total number of SCSEP eligible persons in the state.
- The proportion of individuals residing in rural and urban areas of the state.
- Persons in the state who are classified as a minority and/or are in the greatest social/economic need.

The Missouri SCSEP will continue to work with sub-grantees and national grantees to ensure compliance with the expected distribution throughout Missouri. Additionally, Missouri SCSEP will work with the national grantees to ensure that rural areas are served equitably to urban areas, and all eligible individuals are afforded priority of service equitably throughout the state.

The number of individuals eligible for participation in SCSEP due to their age and income status varies across regions of the state. Sub-grantees routinely evaluate and prioritize applicants determined eligible for enrollment to ensure they are serving those with the greatest number of most-in-need factors.

Attachment D, Equitable Distribution Table, illustrates the distribution of state grantee authorized positions and service areas by county and the Missouri national grantees authorized positions and service areas by county.

## RURAL AND URBAN

According to official U.S. Census Bureau definitions, "urban-rural classification is a delineation of geographical areas, identifying both individual urban areas and the rural areas of the nation. The Census

Bureau's urban areas represent densely developed territory and encompass residential, commercial and other non-residential urban land uses."<sup>4</sup>

The 2010 Census defined an urban area as "A densely settled core of census tracts and/or census blocks that meet minimum population density requirements, along with adjacent territory containing non-residential urban land uses as well as territory with low population density included to link outlying densely settled territory with the densely settled core. To qualify as an urban area, the territory identified according to criteria must encompass at least 2,500 people, at least 1,500 of which reside outside institutional group quarters."<sup>4</sup> There are two types of urban areas identified by the Census Bureau: Urbanized Areas (UAs) of 50,000 or more people and Urban Clusters (UCs) of at least 2,500 and less than 50,000 people. The 2010 Census defined a rural area as "Encompasses all population, housing, and territory not included within an urban area."<sup>4</sup>

Missouri's geographic distribution includes rural and urban areas. The senior population in Missouri (65 and older) comprised 19.4 percent of rural areas compared to 16.2 percent of the urban regions. However, the largest single age group for rural areas was 55 to 59 year-olds. Attachment E, Map of Rural/Urban County Classification, identifies all Missouri counties' rural and urban populations. Sixteen counties in Missouri are classified as urban, while the remaining 99 counties are classified as rural.<sup>5</sup>

Sub-grantees in rural areas must work closely with regional employers to determine their hiring needs and staffing patterns so the sub-grantees can optimize their chances of enrolling appropriate training sites that, in turn, can lead to unsubsidized employment for the participants. Because training sites are limited, it is of utmost importance to clarify with participants what type of training experience they want in their local areas. Very clear expectations for both the employee and employer are essential to successful placements in any setting, even more so in rural areas. Ensuring clear expectations for everyone involved allows for a smoother and more effective training opportunity and service delivery. To this end, sub-grantees also work with economic development offices in rural locations to stay informed of the local community opportunities, which help them assist participants in reaching their goals. Sub-grantees also use the Missouri Economic Research and Information Center (MERIC) website<sup>6</sup> to stay abreast of the latest labor market information and hot jobs in their areas to ensure participants are aware of the jobs most available in their regions.

## SPECIFIC POPULATION GROUPS

The OAA outlines the priority enrollment requirements for SCSEP. The priorities for enrollment include individuals who:

- are veterans and qualified spouses, and then to persons who:
- are over age 65

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<sup>4</sup> United States Census Bureau- <https://www.census.gov/programs-surveys/geography/guidance/geo-areas/urban-rural.html>. (Retrieved 11/8/2021)

<sup>5</sup> Missouri Department of Health and Senior Services, Health in Rural Missouri- <https://health.mo.gov/living/families/ruralhealth/pdf/biennial2020.pdf>. (Retrieved 11/24/2021)

<sup>6</sup> Missouri Economic Research and Information Center. Missouri Economic Dashboard- [Home page | Missouri Economic Research and Information Center \(mo.gov\)](https://www.meric.mo.gov/). (Retrieved 11/29/2021)

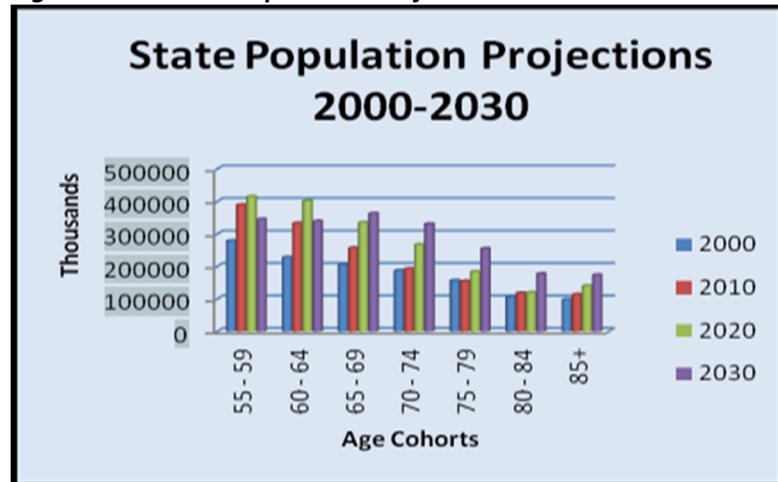
- have low literacy or limited English proficiency
- have a disability
- reside in rural areas
- are homeless or at risk of homelessness
- have low employment prospects
- were incarcerated in the past five years
- have failed to find employment after using services through the American Job Center System.

## OLDER ADULTS

One hundred fourteen of the 115 counties in Missouri experienced an increase in the 65 and older population between 2010 and 2020. Only Gentry County saw a decrease in this population during the same period. Missouri's population aged 65 and older increased from 14 percent in 2010 to 17.7 percent in 2020.<sup>5</sup> The number of individuals age 65 and older increased from 841,278 in 2010 to 1,089,714 in 2020.<sup>5</sup> Individuals age 85 or older encompassed approximately 114,590 persons or 1.9 percent of the total population in 2010. This population grew to approximately 133,531 persons or 2.2 percent of the population in 2019.<sup>7</sup>

Persons age 55 and over in Missouri made up 31.1 percent of the population in 2020.<sup>8</sup> This was an increase of 4.9 percent from 2010 when this group made up 26.2 percent of the population.<sup>7</sup> Figure 4 illustrates the projected increase for this demographic from 2000 through 2030, representing a 27 percent increase.

*Figure 4: Missouri Population Projections*



Source: Missouri Office of Administration- <https://info.mo.gov/OA/bp/projections/MFCombined.pdf>.

<sup>7</sup> Administration for Community Living, AGing, Independence, and Disability (AGID) Program Data Portal- [https://agid.acl.gov/CustomTables/Pop\\_State/Results/](https://agid.acl.gov/CustomTables/Pop_State/Results/). (Retrieved 11/9/2021)

<sup>8</sup> United States Census Bureau, American FactFinder- <https://mcdc.missouri.edu/applications/population/by-age/report.php?s=29&y=2020|2010&d=&a=55-99>. (Retrieved 11/9/2021)

## PERSONS WITH DISABILITIES

According to the 2018 Disability Status Report for Missouri, the total number of persons with a disability who do not reside in an institution is 890,900 or 14.8 percent of Missouri's total population.<sup>9</sup> The percent of individuals with a disability varies by age cohort. Individuals birth to 64 years of age have a disability rate of eight percent; individuals aged 65 to 74 years of age have a disability rate of 2.7 percent, and individuals age 75 and older have a disability rate of 3.37 percent of the total population of Missouri.<sup>10</sup> (Attachment F- Disability Characteristics)

## LIMITED ENGLISH PROFICIENCY

The 2019 American Community Survey 5-year (2015-2019) analysis estimates that 6 percent of the 2017 Missouri total population of 5-years and older speak a language other than English at home. Of those 6 percent, 2.2 percent have limited proficiency with English.<sup>11</sup>

Counties in Missouri with the most significant percentage per capita populations who have limited proficiency in English include Sullivan (16.7 percent), McDonald (13.6 percent), Daviess (12.1 percent), Pulaski (11.9 percent), and Pettis (11.3 percent). For these counties, the primary language spoken is Spanish.<sup>10</sup>

## VETERANS

According to a 2019 report developed by the University of Missouri Extension called "Missouri's Veterans: A Demographic and Workforce Overview", 425,000 individuals or 9.1 percent of the total state population age 18 and over were veterans. Almost one-third (32 percent) of Missouri's veterans have some form of disability, compared to 16 percent of non-veterans.<sup>12</sup> (See Attachment G- Veteran Characteristics.) Veterans in Missouri own 12,600 businesses, approximately 11 percent of all Missouri-based companies, making Veteran-owned businesses an employment resource as well. According to the U.S. Census Bureau's 2016 Annual Survey of Entrepreneurs, veterans own and/or operate approximately 8,200 Missouri-based firms; another 4,400 firms have a veteran/non-veteran co-owner partnership.<sup>11</sup>

## HOMELESS

According to the United States Interagency Council on Homelessness, "As of January 2020, Missouri had an estimated 6,527 persons experiencing homelessness on any given day, as reported by Continuums of Care to the U.S. Department of Housing and Urban Development (HUD). Of that total, 704 were family households, 453 were veterans, 664 were unaccompanied young adults (aged 18-24), and 1,090 were

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<sup>9</sup> Disability Statistics.Org- 2018 Status Report, Missouri- [https://www.disabilitystatistics.org/StatusReports/2018-PDF/2018-StatusReport\\_MO.pdf](https://www.disabilitystatistics.org/StatusReports/2018-PDF/2018-StatusReport_MO.pdf). (Retrieved 11/18/2021)

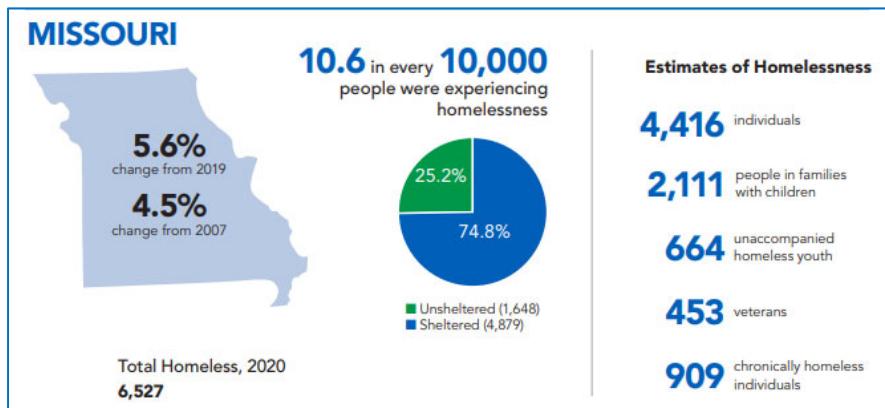
<sup>10</sup> Missouri Economic Research Information Center- <https://meric.mo.gov/data/many-languages-missouri#:~:text=According%20to%20the%202019%20American,English%20proficiency%20was%202.2%20percent>. (Retrieved 12/15/2021)

<sup>11</sup> Missouri Economic Research Information Center- <https://meric.mo.gov/media/pdf/many-languages-missouri>. (Retrieved 11/18/2021)

<sup>12</sup> University of Missouri Extension, Missouri's Veterans: A Demographic and Workforce Overview- <https://extension.missouri.edu/media/wysiwyg/Extensiondata/Pub/pdf/miscpubs/mx0051.pdf>. (Retrieved 11/18/2021)

individuals experiencing chronic homelessness.”<sup>13</sup> Of the 6,527 total individuals who were homeless in Missouri, 25.2 percent were unsheltered, and 74.8 percent were sheltered.<sup>14</sup> Missouri has seen an increase in the number of individuals who are homeless. The number of individuals who were homeless in Missouri increased by 5.6 percent between 2019 and 2020. The chart below gives further information regarding the homeless population in Missouri.<sup>13</sup>

**Figure 5: Missouri Homeless Population Estimates**



## FORMERLY INCARCERATED

According to the Missouri Department of Corrections Re-Entry Program, an average of 19,484 individuals are released from incarceration each year. The Division of Probation and Parole supervises more than 59,700 individuals at any given time. Among parolees, 55.5 percent have some type of employment, while 44.5 percent are unemployed. Probationers are employed at 66.7 percent, while 33.3 percent are unemployed. As of September 2021, over 6,000 individuals in the community are involved with the justice system through probation or parole and are 55 years or older. There were 828 individuals incarcerated in September 2021 who were 55 or older and within two years of their release date.

The Missouri Re-entry program starts working with incarcerated individuals before their release. These individuals have access to educational, career, and technology programs such as HiSet/GED, Modern Cabinetry and Construction, Customer Service Training, Cosmetology, Welding, Culinary Arts, Heavy Equipment Operator, Introduction to Food Service, Plumbing, Automotive Mechanics, Applied Computer Technology, and Certified Nursing Assistant. Individuals who qualify can also attend Ashland University through the correctional institutions to earn post-secondary credits. Through these programs, 73.6 percent of incarcerated individuals are defined as semi-skilled, trained, or skilled regarding their vocational readiness when they leave the institution.

## DEMOGRAPHICS BY RACE

According to the U.S. Census Bureau Quick Facts for Missouri, Whites make up the most significant percentage of Missouri's total population at 82.9 percent. The next largest population group in Missouri

<sup>13</sup> United States Interagency Council on Homelessness- <https://www.usich.gov/homelessness-statistics/mo/>. (Retrieved 11/19/2021)

<sup>14</sup> The 2020 Annual Homeless Assessment Report to Congress- <https://www.huduser.gov/portal/sites/default/files/pdf/2020-AHAR-Part-1.pdf>. (Retrieved 11/19/2021).

is Black/African Americans making up 11.8 percent. Hispanics/Latinos are the third-largest population (4.4 percent), followed by Asians (2.2 percent), American Indians/Alaskan Natives (0.6 percent), and Native Hawaiians/Other Pacific Islanders (0.2 percent). Figure 6 illustrates the breakdown of races in Missouri.<sup>15</sup>

**Figure 6: Missouri Population Estimates by Race**

Race	Number in Missouri	Percent of Total Population
White	5,102,423	82.9%
Black or African American	726,280	11.8%
Asian	135,408	2.2%
Native Hawaiian or Other Pacific Islander	12,310	0.2%
American Indian and Alaskan Native	36,929	0.6%
Hispanic or Latino	270,816	4.4%

*(Number in Missouri calculated by taking the percent of the population by the race of the total population of Missouri, of 6,154,913 in the United States Census Bureau Quick Facts for Missouri. Note that the percentage will not equal 100 percent as some fall into multiple categories.)*

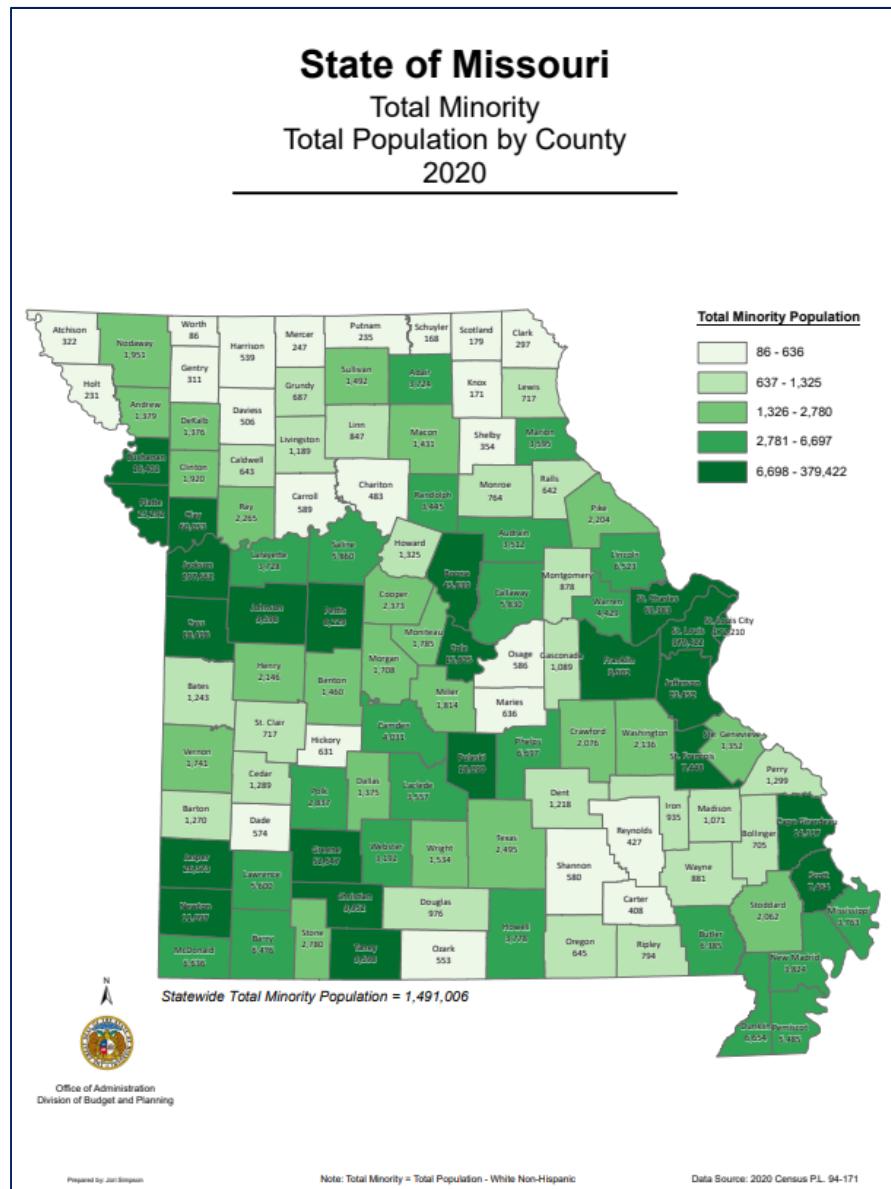
According to the 2020 Census, the majority of the state's minority population resides in urban areas, as indicated by the map in Figure 7.<sup>16</sup>

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<sup>15</sup> United States Census Bureau, Quick Facts- <https://www.census.gov/quickfacts/fact/table/MO/POP010220>. (Retrieved 11/19/2021)

<sup>16</sup> Official Missouri State Website- <https://oa.mo.gov/sites/default/files/Total%20Minority%20Population%202020%20Map.pdf>. (Retrieved 11/19/2021)

**Figure 7: Minority Population by County**



From 2010 to 2020, Missouri's population grew by 165,986 individuals, a 2.8 percent increase in total population. However, individuals identifying themselves as a minority grew at much higher rates. Individuals identifying as Hispanic or Latino origin grew by 42.6 percent, much faster than the overall population increase in Missouri of 2.8 percent. Missouri's largest minority category, Black or African American, experienced a smaller population increase of .9 percent. Individuals identifying as American Indian or Alaskan Native grew by 11.5 percent; individuals identifying as Asian grew by 36 percent; and individuals identifying as Native Hawaiian and Other Pacific Islander grew by 55.4 percent. The most significant increase in population size was individuals identifying as two or more races, which increased

by 231.6 percent. The only category which decreased in size between 1010 and 2020 was the population of individuals who identify as white. This population decreased by 4.4 percent.<sup>17</sup>

## SOCIAL/ECONOMIC NEED

The OAA defines the “greatest economic need” as the need resulting from an income level at or below the poverty line. The term “poverty line” means the official poverty line defined by the Office of Management and Budget based on the most recent data available from the Bureau of the Census, as prescribed in section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2)).

The OAA defines the term “greatest social need” as a need caused by noneconomic factors, which include—(A) physical and mental disabilities; (B) language barriers; (C) cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that— (i) restricts the ability of an individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently.

The Missouri SCSEP project staff will ensure that sub-grantees are equitably serving eligible individuals with the greatest economic and social needs within their service areas.

According to the 2021 Spotlight on Poverty and Opportunity website, Missouri had a poverty rate of 13.4 percent and an extreme poverty rate of 8 percent. The senior poverty rate was 8.7 percent, slightly lower than the overall poverty rate. Many older adults are raising their grandchildren in Missouri, with a total number of 116,123 households with grandparents responsible for grandchildren under 18 years of age.<sup>18</sup>

An Administration for Community Living report on the Profile of Older Americans in the United States revealed that nearly one in 10 individuals age 65 and older (8.9 percent or 4.9 million) lived below the poverty level. The report stated that 8.9 percent of Missouri’s older adults aged 65 and older were below the poverty level. The percent of Missourians age 65 and older under the poverty level grew 28.27 percent between 2009 and 2019.<sup>19</sup> The America’s Health Ranking Report for 2021 revealed that 8.9 percent of persons age 65 and older in Missouri live at or below 100 percent of the Federal Poverty Level, which was lower than the national average of 9.4 percent. Among adults age 65 or older, White Missourians were the least affected by poverty, with only 8.1 percent living at or below 100 percent of the Federal Poverty Level. Black Missourians were the most affected by poverty at 17 percent. 14.4 percent of Asian Missourians and 11.1 percent Hispanic Missourians were living at or below the Federal Poverty Level. National poverty rates among adults 65 and older differed, as Hispanics had the highest poverty level

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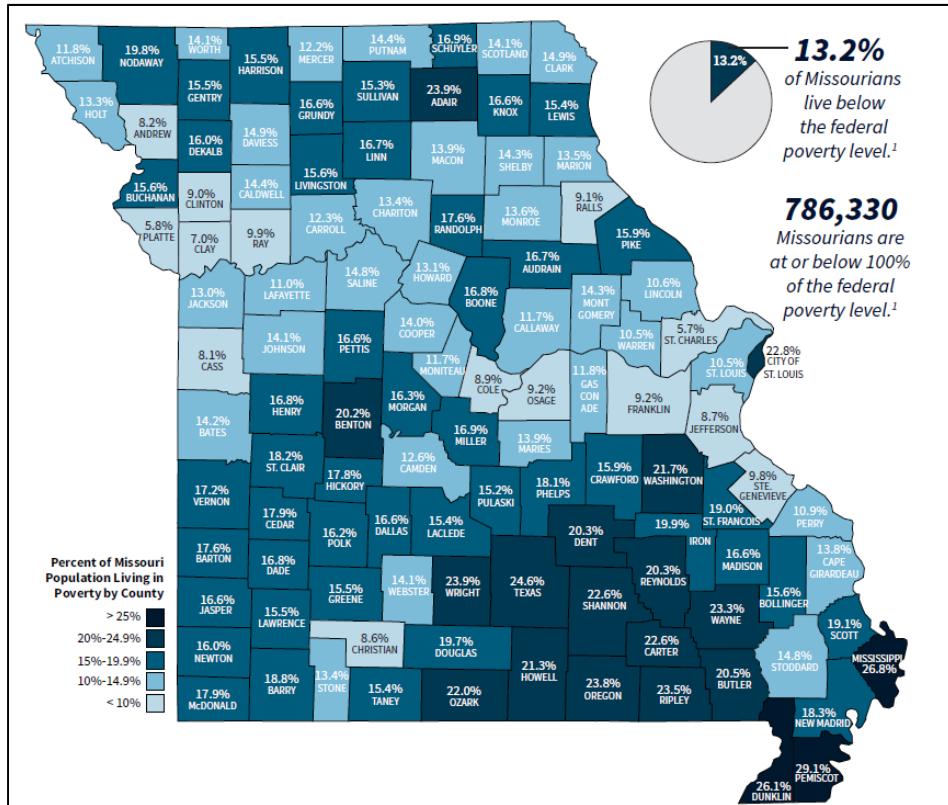
<sup>17</sup> United States Census Bureau- <https://www.census.gov/library/stories/state-by-state/missouri-population-change-between-census-decade.html>. (Retrieved 11/19/2021)

<sup>18</sup> Spotlight on Poverty and Opportunity- <https://spotlightonpoverty.org/states/missouri/>. (Retrieved 11/19/2021)

<sup>19</sup> Administration for Community Living, Profile of Older Americans in the United States, 2020- <https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/2020ProfileOlderAmericans.Final.pdf>. (Retrieved 11/22/2021)

(17.7 percent), followed by Blacks (17.6 percent), Asians (12.6 percent), and Whites (7.3 percent).<sup>20</sup> Figure 9 shows the Missouri population living in poverty by county.<sup>21</sup>

**Figure 9: Missouri Poverty Rate by County**



## HOUSEHOLD COMPOSITION

There were 2,479,146 households in Missouri in 2019. Of these, 807,187 homes had persons age 60 and over.<sup>22</sup> Figure 10 shows the make-up of households for people age 60 and over in Missouri.

**Figure 10: Demographic Population of Homes with People 60 Years Old and Over**

<b>Households in Missouri Containing People Over 60</b>	
Population of homes with one or more person 60+	807,187
1 Person Household	303,205
2 or more Person Household	503,982
Family Households	479,623
Nonfamily Households	24,359

<sup>20</sup> America's Health Rankings, 2021-

America's Health Rankings, 2021  
[https://www.americashealthrankings.org/explore/senior/measure/poverty\\_sr/state/MO](https://www.americashealthrankings.org/explore/senior/measure/poverty_sr/state/MO). (Retrieved 11/22/2021)

<sup>21</sup> Missouri Community Action Network, 2020 Missouri Poverty Report- <https://missouripovertyreport.org/>. (Retrieved 11/22/2021)

<sup>22</sup> Suburban Stats- <https://suburbanstats.org/population/how-many-people-live-in-missouri>. (Retrieved 11/22/2021)

## SECTION 5. SUPPORTING EMPLOYMENT OPPORTUNITIES FOR PARTICIPANTS

The Missouri Department of Economic Development (DED)<sup>23</sup> administers a wide array of services and programs designed to enhance Missouri's economic growth and to create solid, high-paying jobs. These essential services focus on workers, businesses, and communities. DED encompasses agencies that administer statutory requirements and department policies in community, economic, and workforce development. Several divisions, boards, commissions, and councils support DED to achieve its mission.

The Office of Workforce Development (OWD) was moved from the DED to the Department of Higher Education and Workforce Development (DHEWD).<sup>24</sup> This move gives Missourians one resource for the full range of opportunities from apprenticeships to certificates to doctoral programs, which will help expand employment opportunities for all, including older workers. The DHEWD is the state agency that administers the federal Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser funding for workforce activities. OWD supports Missourians in gaining employment and training for the next-generation, high-tech jobs of tomorrow's economy. OWD provides workforce services for businesses as well as job seekers. OWD strives to enhance Missouri's economy through a network of partner organizations that provide vital services to Missouri's job seekers and businesses. (See Attachment H- Office of Workforce Development Partners) Within OWD is Missouri Job Centers' statewide network that provides valuable workforce services to help people obtain quality, self-sustaining careers. The services are provided via a partnership of federal, state, and local employment and training organizations tailored to reflect each community's specific needs. (See Attachment I- Missouri Job Centers and Workforce Development Board Map)

### LONG-TERM PREDICTIONS AND JOBS FOR SCSEP PARTICIPANTS

According to the Missouri 2020-2023 WIOA State Plan, "Most industry sectors in Missouri show a trend of overall GDP growth 2008 to 2018. In the past 10 years, the most significant gains have been in the Professional, Scientific, and Technical Services industry, with 26.7 percent overall growth (2.2 percent annually). Other 10-year growth trends include annual growth in sectors such as Utilities at about 1.7 percent annually, Health Care and Social Assistance at 1.5 percent annually, and Wholesale Trade at 1.1 percent yearly growth. During the past year, Missouri saw higher growth in the industry sectors of Information (11.6 percent), Manufacturing (7.1 percent), and Wholesale Trade (6.7 percent)."<sup>25</sup>

According to the Missouri Economic Research and Information Center (MERIC), "The link between education and earnings is clear. At each increased level of educational attainment, there is a significant increase in the average wage. At its basic level, obtaining a high school diploma or equivalency increases a Missouri worker's average annual salary by two-thirds compared to those without a high school degree or equivalence. Those attaining a bachelor's degree or higher education, on average, earn almost twice as much as those with a high school degree or equivalency. Not only does a higher educational attainment level lead to higher wages, but it also provides an increased opportunity for employment. At each

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<sup>23</sup> Missouri Department of Economic Development - <https://ded.mo.gov/>. (Retrieved 11/22/2021)

<sup>24</sup> Department of Higher Education and Workforce Development- <https://dhewd.mo.gov/employment/>. (Retrieved 11/22/2021)

<sup>25</sup> WIOA Combined State Plan for the State of Missouri FY2020-2023-  
[https://jobs.mo.gov/sites/jobs/files/final\\_wioa\\_plan-py\\_2020-23\\_10.01.2020.pdf](https://jobs.mo.gov/sites/jobs/files/final_wioa_plan-py_2020-23_10.01.2020.pdf). (Retrieved 11/22/2021)

increasing level of educational attainment, unemployment rates steadily decline. Those with less than a high school diploma or equivalence are unemployed at a rate nearly three times as great as those with a bachelor's degree or higher. At every step along the way, increasing one's level of educational attainment increases their annual wage potential and increases the likelihood of finding a career in one's chosen field.”<sup>26</sup>

MERIC develops long-term employment projections based on industry trends and staffing patterns. Figure 11 displays Missouri's top job openings between 2018 and 2028, according to MERIC.<sup>27</sup>

**Figure 11 Missouri's Estimated and Projected Top Job Openings 2018-2028**

<b>Occupation</b>	<b>TOP JOB OPENINGS</b>					
	<b>2018 Estimated Employment</b>	<b>2028 Projected Employment</b>	<b>Annual Exit Openings</b>	<b>Annual Transfer Openings</b>	<b>Annual Growth Openings</b>	<b>Annual Total Openings</b>
Combined Food Preparation and Serving Workers	77,399	88,701	6,622	8,167	1,130	<b>15,919</b>
Cashiers	74,495	73,031	6,583	7,331	-146	<b>13,768</b>
Personal Care Aides	62,505	83,158	5,382	4,770	2,065	<b>12,217</b>
Retail Salespersons	83,270	79,858	4,688	7,227	-341	<b>11,574</b>
Waiters and Waitresses	47,924	49,356	3,376	5,960	143	<b>9,479</b>
Secretaries and Administrative Assistants	73,127	65,973	3,564	4,220	-715	<b>7,069</b>
Laborers and Freight, Stock, and Material Movers	47,242	49,741	2,190	4,545	250	<b>6,985</b>
Customer Service Representatives	50,272	50,411	2,417	4,292	14	<b>6,723</b>
Janitors and Cleaners	43,213	45,857	2,723	3,142	264	<b>6,129</b>
Heavy and Tractor-Trailer Truck Drivers	48,473	50,761	2,043	3,599	229	<b>5,871</b>
Registered Nurses	74,688	86,821	2,241	2,071	1,213	<b>5,525</b>
Stock Clerks and Order Fillers	37,838	38,974	1,944	3,168	114	<b>5,226</b>
Nursing Assistants	41,022	44,732	2,305	2,500	371	<b>5,176</b>
Cooks, Restaurant	28,891	34,150	1,673	2,786	526	<b>4,985</b>
Office Clerks, General	43,914	42,008	2,402	2,740	-191	<b>4,951</b>
General and Operations Managers	48,197	51,178	1,042	3,273	298	<b>4,613</b>
Childcare Workers	27,809	29,142	2,106	2,143	133	<b>4,382</b>
Maids and Housekeeping Cleaners	27,385	27,579	1,945	1,756	19	<b>3,720</b>
Bookkeeping, Accounting, and Auditing Clerks	32,648	31,141	1,940	1,776	-151	<b>3,565</b>
Construction Laborers	27,618	29,390	953	2,217	177	<b>3,347</b>

The top jobs in the chart above offer a multitude of opportunities for SCSEP participants, as many of the jobs do not need higher education and use skills that participants can learn at many of the host agencies already working with the Missouri SCSEP program. The top positions with the greatest number of openings are also those most easily attained by SCSEP participants in many areas of the state. Participants interested in these types of employment opportunities will be placed in host agencies that can provide the skills training needed. These host agency assignments will complement other available training in the local areas to further prepare the participants for unsubsidized employment.

The changing economy and the changing needs of employers have created the need for reemployment and training programs to address the demand for highly trained individuals who can meet the requirements of Missouri's new economic environment. The Workforce Innovation and Opportunity Act Missouri Combined State Plan describes the strategic framework for Missouri's Workforce System, which includes six main strategies:

<sup>26</sup> Missouri Economic Research and Information Center- <https://meric.mo.gov/mogov-search/results?search=education%20level>. (Retrieved 11/22/2021)

<sup>27</sup> Missouri Economic Research and Information Center- <https://meric.mo.gov/media/pdf/missouri-long-term-top-openings>. (Retrieved 11/22/2021)

- Strategy 1 - Utilize Partnerships to Provide High-Quality Customer Service.
- Strategy 2 - Create Sector Strategies.
- Strategy 3 - Develop Career Pathways.
- Strategy 4 - Leverage Leadership from Core Partners to Move Forward on Missouri Goals.
- Strategy 5 - Create Environments that Foster Local Partnerships.
- Strategy 6 - Devote and Reallocate Resources that Generate Partnerships.<sup>28</sup>

## SKILLS TRAINING TO ATTAIN EMPLOYMENT IN PREDICTED LONG-TERM INDUSTRIES

MERIC provides real-time labor market summaries for the State of Missouri and regional areas individually. This summary provides a labor market analysis for the past three months. As of September 2021, the summary showed that the number of new job postings for the state totaled 179,615. The industry with the most job postings was Healthcare and Social Assistance, which made up 30 percent. The other sectors with job postings during this timeframe were Retail Trade (12 percent); Accommodation and Food Service (10 percent); Manufacturing, Professional/Scientific/ and Technical Services, and Finance and Insurance (9 percent each); and all other industries (29 percent). Figure 12 shows the Missouri Top Industry Postings, and Figure 13 shows the Missouri Top Employer Postings as of September 2021.<sup>28</sup>

**Figure 12: Missouri Top Industry Postings**

Statewide Job Postings		
Timeframe	Occupation	Average Wage
Now	Retail Salesperson	\$ 30,640
	Customer Service Representative	\$ 36,580
	Laborers and Freight, Stock, and Material Movers	\$ 33,360
	Combined Food Preparation and Servers	\$ 24,580
	Janitors and Cleaners	\$ 29,550
Next	Sales Representatives, Wholesale and Manufacturing	\$ 71,670
	First-Line Supervisors of Retail Sales Workers	\$ 43,960
	Heavy and Tractor-Trailer Truck Drivers	\$ 48,230
	Maintenance and Retail Workers, General	\$ 41,940
	Food Service Managers	\$ 59,490
Later	Registered Nurses	\$ 65,900
	Software Developers, Applications	\$ 96,530
	Computer Occupations, All Other	\$ 85,570
	Managers, All Other	\$ 119,710
	Medical and Health Services Managers	\$ 112,500

**Figure 13: Top Employer Postings**

Top Employer Postings
BJC HealthCare
Mercy Health
SSM Health Care
Walmart/ Sam's
State of Missouri
The Boeing Company
Deloitte
Washington University
Lowe's Companies, Inc.
Cox Health

SCSEP focuses on developing host agency sites that will assist participants in developing basic transferable skills, such as those above, which participants can use in the current labor market. Sub-grantees will use labor market information, such as the data outlined above, along with the participants' expressed preferences for skill development and job opportunities. The sub-grantees will also use this information to help develop host agency sites that offer training opportunities aligned with occupations identified as being in-demand in the local labor market area. Sub-grantees will locate or create training programs on these baseline skills as needed to help participants obtain their employment goals. In addition, sub-

<sup>28</sup> Missouri Economic Research and Information Center- <https://meric.mo.gov/search/results?search=top%20industry%20postings%202021>. (Retrieved 11/22/2021)

grantees will collaborate with WDBs and job centers to assist participants in finding unsubsidized employment.

## MISSOURI SCSEP PARTNERSHIPS WITH WORKFORCE DEVELOPMENT BOARDS AND JOB CENTERS

The OAA mandates SCSEP to partner with the Missouri Job Centers and local WDBs. This partnership ensures that SCSEP offers all population groups a broad array of services from a comprehensive employment and training options menu. The Workforce Innovation and Opportunity Act further strengthened the partnership between SCSEP and the Missouri Job Centers.

The DHSS Director, through his designee Michael Brewer, participates on the Statewide Missouri Workforce Development Board. As Mr. Brewer is also the State SCSEP Director, this allows direct communication between Missouri's SCSEP Program and the Statewide Workforce Development Board. In addition, Missouri's sub-grantees participate in many regional WDBs and are partners with the job centers, ensuring older workers' needs and issues are identified and addressed. The sub-grantees attend WDB meetings to share information regarding programs and services. These meetings also provide the opportunity to make referrals. Through this networking opportunity, participants and applicants receive updated information about the services offered by the local job centers.

Through Memorandums of Understanding (MOUs) (See Attachment J- List of MOUs per Sub-grantee) between the sub-grantees and WDBs, partners work collaboratively to ensure a continuum of integrated services. Services include mentoring and individual-based support and provide clients the opportunity to participate in skills-based training and retention programs. The Missouri State WIOA Steering Committee met and developed the Missouri WIOA Infrastructure Cost Sharing Guidelines, which can be found at [https://jobs.mo.gov/sites/jobs/files/dwdissuance01-2019\\_070119.pdf](https://jobs.mo.gov/sites/jobs/files/dwdissuance01-2019_070119.pdf). The steering committee determined that cost-sharing would only be required for co-located entities. None of Missouri's sub-grantees co-locate in the job centers, and each of the sub-grantees completed MOUs with the job centers as required.

The state's sub-grantees continually explore avenues to educate local communities regarding the program and its opportunities to both individuals and businesses. Sub-grantees regularly participate in meetings in their regions with representatives from local businesses, providing valuable networking opportunities, and some sub-grantees maintain memberships in their local chambers of commerce. Through these networking opportunities, sub-grantees can make connections for adding to their already extensive host agency system.

Missouri's sub-grantees are partnering with the job centers to provide SCSEP participants access to the Coursera program. Coursera offers professional certificates for completing skill-specific courses designed by industry leaders. The program allows individuals to learn at their own pace while learning the skills needed for their desired careers.

Missouri's sub-grantees presented to the entire Statewide Workforce Development board in January 2022 to ensure all of the WBDs understand the SCSEP program. The sub-grantees also developed specific goals and objectives with each local board to ensure that participants receive all benefits and services of both

SCSEP and job centers while co-enrolled. The overall goal of the sub-grantees is to increase the number of participants moving into unsubsidized employment.

## SECTION 6. INCREASING PARTICIPANTS PLACEMENT IN UNSUBSIDIZED EMPLOYMENT AND EMPLOYER OUTREACH

The overall goal of SCSEP is to place participants in unsubsidized employment for sustained self-sufficiency. Missouri's sub-grantees work toward strengthening relationships with agencies and organizations that hire and train SCSEP participants. Sub-grantees collaborate with training and educational institutions to assist participants in resume writing and interviewing skills. The sub-grantees identify which jobs are available in each area and provide the necessary training, including but not limited to computer training, job readiness, appropriate workplace behavior, specialized software training, and soft skills training. Sub-grantees work with participants to overcome barriers that could prevent their retention in unsubsidized employment through follow-up and the provision of support services.

In September 2019, Governor Parson signed Executive Order 19-16,<sup>29</sup> announcing the commencement of Missouri as a Model Employer initiative. Since the executive order's issuance, the Office of Administration continues to deploy an annual survey to determine the census of state workers with a disability by department and demographic analysis. An educational video about Missouri as a Model Employer is hosted on the [www.disability.mo.gov](https://www.disability.mo.gov) portal,<sup>30</sup> and a Disability Cultural Awareness and Etiquette training pathway was added to the LinkedIn Learning for all state employees.

A complimentary, but parallel effort to the Missouri as a Model Employer, is the Employment First Initiative. The Department of Mental Health's Division of Developmental Disabilities leads this initiative via a technical assistance contract with the University of Massachusetts-Boston's Institute for Community Inclusion. This initiative provides no-cost training and technical assistance to developmental disability waiver employment service providers and staff to make this employment first vision a reality and advance community employment for individuals with intellectual and developmental disabilities in Missouri. In-state training and technical assistance staff work throughout the entire State of Missouri. Since initiative efforts began in April of 2018, Employment First Missouri staff have provided services to 47 providers and have worked in every region of the state. Additionally, Employment First Missouri provides a statewide community of practice featuring monthly webinars on various topics focused around national best practices in employment services and a community of practice focused on using technology in employment. Sub-grantees will utilize these webinars to gain information to share with employers who employ individuals with disabilities.

Sub-grantees utilize MERIC<sup>31</sup> information to identify labor market information regarding economic trends, targeted industries, labor markets, and jobs available in the areas they serve. This information guides participants toward viable employment opportunities based on their skills, abilities, interests, and goals.

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<sup>29</sup> Executive Order 19-16, Missouri Secretary of State-

<https://www.sos.mo.gov/library/reference/orders/2019/eo16>. (Retrieved 12/20/2021)

<sup>30</sup> Missouri as a Model Employer, State of Missouri Disability Portal- <https://disability.mo.gov/model-employer.htm>. (Retrieved 12/20/2021)

<sup>31</sup> Missouri Economic Research and Information Center- <https://meric.mo.gov/>. (Retrieved 12/14/2021)

Sub-grantees work closely with local job centers, WBDs, local Chambers of Commerce, and local non-profits that help older adults find unsubsidized employment. SCSEP will continue to work with Missouri's workforce system, which uses an integrated partner approach to engage employers and provide resources to list jobs, reach qualified candidates, and assist in increasing the workforce's skills. The long-term benefits of the relationships that are built with the job centers and WBDs will further ensure SCSEP participants have the best access to employers in their local areas. Sub-grantees are also focusing on larger non-profits like hospitals and charity foundations as host agencies as they have greater potential opportunities for hiring participants placed with them. MERS Goodwill has access to job developers through their own Career Center Network. Case managers can contact the job developer to help locate employment of interest to the older adults in the program.

MERS Goodwill case managers participate in Skilling America, a program that trains professionals on tools, technology, data, and methods to help low and mid-skilled job seekers gain advancement and sustaining wages. This opportunity includes the chance to participate in free courses on Career Coaching, Data Analysis, Leadership, and Partnerships; receive a final Skilling America certification for helping job seekers advance; and gain access to a library of helpful career resources. These trainings and resources will provide the case managers with additional skills to assist their participants in finding and retaining employment.

AARP is working with the local WBDs to keep up-to-date with their local areas' most current employment needs as well as jobs that pay above minimum wage. AARP focuses on training participants for the skills they will need to achieve unsubsidized employment that pays higher wages.

Retention of employment is an area of focus for PY2022. Sub-grantees will maintain regular contact with participants who exit the program for unsubsidized employment to ensure they have the support and resources needed to maintain their employment status. Sub-grantees will also contact the employer at least quarterly for the first year after participants exit from the program. These calls will allow the sub-grantees to see if the employer has any concerns with the former participant, and if so, ask if they may offer assistance to help keep the participant employed. The MERS Goodwill Program Director created a newsletter that is mailed to former participants to inform them of resources and other information to help them retain employment. This is another way of staying connected with former participants to remind them that SCSEP is available even after they exit the program.

Follow-up will also occur with participants who exit the program for reasons other than employment to determine if they have become subsequently employed, inform them of potential job leads, and ensure they have the resources they need to succeed. This follow-up may help collect information that otherwise would not have been available.

## SECTION 7. COMMUNITY SERVICE

Community service is a crucial requirement of SCSEP under the OAA. The development of community service assignments is an ongoing process requiring awareness of local community needs, identifying agencies and organizations eligible to act as host agencies, and capitalizing on training opportunities for enrollees. Sub-grantees utilize labor market information and hot jobs to help determine the training and skills that participants will need to help them be most successful in their local communities.

Sub-grantees identify and work through non-profit and for-profit agencies, local government offices, schools, and municipalities to provide SCSEP participants with employment and training opportunities. Training opportunities extend beyond the community service assignment. The majority of community service needs in the counties served by the state grant are social, health, and welfare services. The non-profits that provide these services have been particularly burdened during the COVID-19 pandemic. They have relied on SCSEP to help them meet the needs of their local communities. Sub-grantees build relationships in the local communities they serve to determine which non-profits or governmental agencies can provide the skill training the participants need and which agencies benefit the most from the participants' training at their locations. These identified locations are used to provide host agency services and help meet SCSEP participants' needs.

Sub-grantees work with local job centers to ensure that participants are aware of available training, job fairs, and other opportunities to learn new skills in their areas. Sub-grantees also partner with local libraries, community action centers, local employment agencies, and non-profits to ensure participants have access to training available in their areas.

The sub-grantees work to identify the needs and barriers participants encounter and work with various agencies in the local communities to assist participants in addressing unmet needs. MERS Goodwill also utilizes databases such as [www.Melissadata.com](http://www.Melissadata.com) to find community organizations.

## SECTION 8. COORDINATION WITH OTHER PROGRAMS, INITIATIVES, AND ENTITIES

The sub-grantees utilize many of the state's 10 Area Agencies on Aging (AAA) and their senior centers and contractors as host agencies. Sub-grantees refer SCSEP participants to the AAAs for services, including benefits enrollment, transportation, nutrition, and health-related programs. The sub-grantees will continue to work with the AAAs to create host agencies at the senior centers or the AAAs themselves. The AAAs will help meet the wrap-around services participants may need to be successful in the program and once they have achieved unsubsidized employment.

The sub-grantees work with Missouri Vocational Rehabilitation (VR) and Missouri Rehabilitation Services for the Blind (RSB), both of whom provide vocational rehabilitation services to potentially eligible individuals to assist in accessing programs for post-secondary credentials. Services are designed to create opportunities for enrollment in comprehensive transition or post-secondary educational programs, including registered apprenticeship training programs, leading to industry-recognized certificates, credentials, licenses, and post-secondary degrees. Services for eligible participants may include access to training programs, disability-related accommodations, and support services necessary for the successful participation and completion of the training activity. VR participates in the Missouri Reentry Process, which encourages collaboration between state and local agencies to improve the transition of individuals leaving prison and returning to Missouri communities and work. State and local agencies include the Departments of Corrections, Mental Health, Revenue, Social Services, Economic Development, Public Safety, Health and Senior Services, Elementary and Secondary Education, Missouri Board of Probation and

Parole, and the Office of the State Court Administrator. Local community representatives include law enforcement, the faith-based community, crime victims, and service/treatment providers.<sup>32</sup>

Missouri SCSEP partnered with the Department of Corrections (DOC) Reentry Program to raise awareness of SCSEP among eligible individuals who exited incarceration within the past five years and individuals preparing to depart. The DOC Reentry Director and Deputy Director provided information about the program to the staff in Missouri corrections facilities and staff in the community who work with inmates or parolees. The DOC staff refer eligible individuals to SCSEP.

Sub-grantees work with the Centers for Independent Living (CILs) to share referrals and provide services to mutual clientele with disabilities. CIL's have also been host agencies for individuals in SCSEP.

Sub-grantees partner with Missouri Assistive Technology (AT) to increase access to assistive technology for Missourians with all types of disabilities. This program provides short-term loans of devices such as switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, visual aids, and augmentative communication devices. AT also has three programs that give people access to refurbished assistive technology. These reuse programs create an opportunity for those who need AT to get it at low cost or no cost.<sup>33</sup>

Sub-grantees utilize different organizations and educational institutions to provide other community services and training opportunities such as computer training and assessing job readiness. In addition, sub-grantees coordinate with programs such as community and faith-based organizations that provide transportation and programs for those with disabilities or special needs.

The state has developed several initiatives to address the readiness of workers for current and future employment opportunities. SCSEP sub-grantees are aware of these initiatives and refer participants as appropriate.

Missouri has a web portal for information and online services provided by the Office of Workforce Development (OWD). The URL is [www.jobs.mo.gov](http://www.jobs.mo.gov). This site gives job seekers information on finding a job center, completing a skills assessment, exploring training and educational opportunities, finding a skills workshop, or searching for a job on the site. This site contains valuable information for SCSEP, such as labor market information, hot jobs, and other career planning tools. In addition, the site contains links to many free training workshops such as career exploration, career networking, resume preparation, interview process, basic computer skills, and much more.

Participants can also utilize a program called Missouri Connections to help them generate a list of occupations that might interest them. Similarly, they can use a skills matcher survey to determine what career options might be a good fit based on current or desired skills. Participants can use Talify<sup>34</sup> to receive feedback about roles they are most likely to excel in, coaching toward their strengths, opportunities for improvement, and unique tools to interview more effectively. Talify Missouri begins by asking for brief demographic information, interests, experience, education, and geographic preference—and continues

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<sup>32</sup> Jobs.mo.gov- <https://jobs.mo.gov/sites/jobs/files/mcsp8-30-16b.pdf>. (Retrieved 11/24/2021)

<sup>33</sup> Missouri Assistive Technology- <https://at.mo.gov/recycle-reuse/>. (Retrieved 11/24/2021)

<sup>34</sup> Talify- <https://missouri.talify.com/about>. (Retrieved 12/20/2021)

by capturing behavioral strengths through sophisticated online assessments built upon 50 years of research and development.

Participants and sub-grantees can access the ACT National Core Readiness Certificate (NCRC), a free assessment-based credential. The NCRC comprises three WorkKeys® assessments that measure skills critical to on-the-job success across industries and occupations. These three areas are applied math, workplace documents, and graphic literacy.

Missouri has developed and implemented many different programs and strategies to help Missourians find and maintain employment. Below is a list of initiatives and resources available to workers and employers to increase employment opportunities and prepare the state for future workforce challenges.

### RAPID RESPONSE PROGRAM

As required by the Workforce Innovation and Opportunity Act of 2014, the Missouri Dislocated Worker Program, upon receiving notice of a plant closing or mass layoff, provides immediate assistance to the affected workers and businesses through the Rapid Response Program. Eligible individuals must be permanently laid off from their job due to a workforce reduction, business closures or farm failure, or displaced homemakers, including military service members or military spouses. The Rapid Response Program is designed to lessen the stress of the layoff and begin obtaining new employment for the workers who are permanently losing their jobs. Meetings are held with affected workers to inform them of the available reemployment assistance in their area. Rapid Response staff provide names and locations of the organizations and agencies that provide these services. Staff coordinate with local organizations and agencies that can assist workers in finding new employment and services, which may be needed, while they are becoming reemployed. Staff advise the affected worker of educational assistance the workers are eligible to receive. When appropriate, staff provide reemployment services before actual layoff.<sup>35</sup> The Missouri sub-grantees work with the local job centers to enroll older individuals who may need to develop new skills or need additional support in finding unsubsidized employment.

### STRATEGIC INITIATIVE FOR ECONOMIC GROWTH

In 2010, Missouri launched the Strategic Initiative for Economic Growth. The initiative engaged representatives from business, labor, higher education, and economic development across the state to chart a path for transforming Missouri's economy into a long-term, sustainable, 21<sup>st</sup>-century growth economy. The initiative identified industries that were poised for growth with the most promising chance for next-generation job creation. The Department of Economic Development targets its resources and tools to help businesses in the identified sectors grow.<sup>36</sup> Sub-grantees use the information to prepare individuals in SCSEP for these industries, when appropriate.

### SHOW-ME HEROES ON-THE-JOB TRAINING PROGRAM

In January 2010, Missouri launched the 'Show-Me Heroes' initiative to help Missouri's veterans and members of the National Guard & Reserve reconnect with meaningful careers. Eligible employers are

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<sup>35</sup> Workforce Development Board of Eastern Missouri- <http://skillupmissouri.org/dislocated-workers/>. (Retrieved 11/24/2021)

<sup>36</sup> Missouri Department of Economic Development- <https://ded.mo.gov/business/Strategic-Initiative-for-Economic-Growth-old>. (Retrieved 11/24/2021)

reimbursed 50 percent of the wages of workers hired through the program for up to 1,040 hours of on-the-job training. Based on the requirements of the job available, the program matches businesses with skilled new hires and provides ongoing guidance and support.<sup>37</sup> The sub-grantees are aware of this program and can refer veterans to the program as appropriate.

### ACT WORK READY COMMUNITIES INITIATIVE

Missouri is one of seven states to implement the Certified Work Ready Communities (CWRC) initiative. The Work Ready Community initiative in Missouri is an effort to align workforce and education to meet the economic needs of the state and local communities. Key community leaders guide each county participating in the initiative. These community leaders include elected officials, economic development, business leaders, chambers of commerce, educators, and workforce development. Having certified Work Ready Communities in the state will strengthen existing businesses, attract new businesses, grow jobs, and develop a robust talent pipeline for the state's future growth nationally and globally. Missouri currently has 17 communities participating in the initiative and 87 certified communities.<sup>38</sup> Sub-grantees work with these communities to access additional training and job placement opportunities.

### TRADE ACT PROGRAM

In Missouri, the Office of Workforce Development (OWD) and the Division of Employment Security (DES) Trade Act Program jointly administer the Trade Act Program. The Trade Act Program has three components: Trade Adjustment Assistance (TAA), Trade Readjustment Allowance (TRA), and Reemployment Trade Adjustment Assistance (RTAA). Trade Adjustment Assistance (TAA) provides opportunities to obtain the skills, credentials, resources, and support to become reemployed. The Office of Workforce Development administers the TAA through the Missouri Job Centers, where trade representatives in the Missouri Job Centers are responsible for providing TAA services and making TAA determinations. Trade Readjustment Allowance (TRA) is a monetary benefit similar to Unemployment Insurance (UI) that is only available to trade-affected workers who meet specific criteria. The Division of Employment Security (DES) is responsible for making determinations and issuing TRA payments. Reemployment Trade Adjustment Assistance (RTAA) is a monetary subsidy for workers age 50 and older. RTAA helps bridge a salary gap between a worker's trade-affected employment and new employment. DES is responsible for making determinations and issuing RTAA payments.<sup>39</sup> The sub-grantees are aware of this program and make referrals as appropriate through their regular contacts with the local job centers.

### MISSOURI EMPLOYMENT AND TRAINING PROGRAM

The Food and Nutrition Act of 2008 states that an Employment and Training (E&T) Program, under SNAP, must be implemented in each state to help participants achieve self-sufficiency. In January 2016, the Missouri Family Support Division (FSD) contracted with the Office of Workforce Development (OWD) to operate Missouri's E&T Program, called the Missouri Employment and Training Program (METP). METP provides employment and training services to Mandatory Able-Bodied Adults without Dependents

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<sup>37</sup> Show-Me Hero's On-the-Job Training- [https://jobs.mo.gov/sites/jobs/files/smh\\_ojt\\_flyer\\_10-2019\\_imgcontact.pdf](https://jobs.mo.gov/sites/jobs/files/smh_ojt_flyer_10-2019_imgcontact.pdf). (Retrieved 12/20/2021)

<sup>38</sup> ACT Work Ready Communities- <https://www.workreadycommunities.org/MO>. (Retrieved 11/24/2021)

<sup>39</sup> Jobs.mo.gov- [https://jobs.mo.gov/sites/jobs/files/taa\\_booklet\\_2016.pdf](https://jobs.mo.gov/sites/jobs/files/taa_booklet_2016.pdf). (Retrieved 11/24/2021)

(ABAWD) and Voluntary Food Stamp recipients.<sup>40</sup> Sub-grantees are aware of this program and coordinate services for older workers, as appropriate.

## SECTION 9. AVOIDANCE OF DISRUPTIONS

Utilizing data from the U.S. Census Bureau, the U.S. Department of Labor allocates SCSEP-subsidized community service positions to each county using a formula based on the number of individuals age 55 and older with incomes at or below 125 percent of the federal poverty level. When DOL adjusts positions due to increases or decreases in census data, sub-grantees ensure participants are not adversely affected. Redistribution through attrition, such as retirements, relocations, durational limits, and unsubsidized job placement, helps sub-grantees avoid disruptions in services. In addition, the state works with national grantees operating in Missouri to enact transfers between grants in counties where both state and national positions exist to accommodate a participant's preferences to continue training within an existing host agency.

## SECTION 10. IMPROVEMENT OF SCSEP SERVICES

SCSEP is the only federally funded employment resource available to serve low-income older workers specifically. Many low-income seniors are unlikely to find work without the support provided through SCSEP. As the older segment of the population expands disproportionately to the younger population, DSDS expects the needs of older adults to grow in many communities. To help meet the growing demand for services, DSDS and the sub-grantees will increase participation in job centers, WBDs, and agencies or programs providing employment and training services through MOUs. DSDS will ensure compliance with this recommendation through the formal monitoring process.

DSDS and the sub-grantees have partnered with the WBDs and job centers in their areas to ensure that SCSEP participants have complete access to all of the job center services. DSDS and the sub-grantees are presenting to the WBDs and job centers in January 2022 to provide information on the SCSEP and increase referrals of eligible individuals to the program from the job centers. The partnership's goal is a continued collaboration that allows eligible individuals to be co-enrolled in both programs to find unsubsidized employment in a timely manner.

SCSEP is a vital component of workforce services to older workers. DSDS will continue to work closely with other workforce partners to ensure, through outreach and education, that the contributions of older workers are valued and appreciated. Sub-grantees will continue collaborating with WDBs and job centers and adding new community partners to provide older workers with training targeted at high-growth jobs.

## SECTION 11. MISSOURI SCSEP OPERATIONS

### ADMINISTRATIVE

The Missouri SCSEP program utilizes a competitive bid process to contract with sub-grantees who administer the program in Missouri. The current sub-grantees for the state are MERS Goodwill and AARP. (See Attachment C for a listing of the counties identified by sub-grantee.)

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<sup>40</sup> Jobs.mo.gov- [https://jobs.mo.gov/sites/jobs/files/final\\_skillup\\_program\\_guide\\_03-20191.pdf](https://jobs.mo.gov/sites/jobs/files/final_skillup_program_guide_03-20191.pdf). (Retrieved 11/24/2021)

DSDS staff in the Bureau of Senior Programs (BSP) are assigned to manage the SCSEP grant and contracts with sub-grantees. The grant allocation for personnel is 30 percent of a full-time employee, including the SCSEP State Director and a Senior Program Specialist (SPS). The BSP Bureau Chief is also the State SCSEP Director and supervises the program staff. As Director, the Bureau Chief is primarily responsible for coordinating and developing the Title V state plan and the annual grant. The Bureau Chief conducts meetings with sub-grantees, provides technical assistance as needed, and performs the yearly program monitoring. The Bureau Chief attends statewide meetings with various agencies and organizations that focus on employment and workforce development to increase awareness of the SCSEP amongst employers and to garner feedback as to the program's effectiveness.

The SPS conducts weekly monitoring of the SCSEP Performance and Results Quarterly Narrative Report System (SPARQ) data system and prepares a report for each sub-grantee, providing pertinent information from the system that sub-grantees must address. The SPS duties also include:

- reviewing the annual and durational limits and IEPs
- completing data validation
- assisting with the yearly program monitoring
- providing technical assistance regarding SPARQ
- assisting with the development of SCSEP state plan and updates
- assisting with writing the annual grant
- developing and updating SCSEP policies and procedures
- notifying sub-grantees of the availability of new supportive services that may be of interest to SCSEP participants.

BSP staff members provide information and training updates as necessary to sub-grantees during the annual sub-grantee meeting. These meetings include reviewing performance outcome measures and assuring that the most appropriate services are provided to SCSEP participants to help them attain their employment goals.

The state SCSEP staff continually monitor sub-grantee compliance with program and financial requirements. In addition to annual data validation, the State Director conducts yearly on-site monitoring of each sub-grantee. The on-site monitoring includes but is not limited to financial monitoring, local office operations and procedures for eligibility, enrollment, orientation, and a review of staff, participant, and host agency files. DSDS interviews host agency supervisors and participants during on-site monitoring to ensure program satisfaction and compliance. Due to COVID-19, monitoring was conducted virtually in PY2020 and PY2021.

## **RECRUITMENT**

The Missouri SCSEP staff and sub-grantees engage in outreach to potential participants, focusing on historically underserved minority communities and events most likely to reach those with one or more factors qualifying them as "Most In Need" (MIN). DHSS includes the SCSEP State Director and the Office of Minority Health. This improves strategies to provide effective outreach to traditionally underserved minorities, including seniors. Sub-grantees utilize additional outreach opportunities to reach individuals

with the MIN Factors, including the Paula J. Carter Center for Minority Aging, the Missouri Institute on Minority Aging Conference, and the Bringing it Together Event held each year.

Sub-grantees work with the Veterans Administration, Veterans Representatives at the local job centers, the Veteran's Healthcare System, and participate in veteran-focused resource/job fairs to recruit veteran participants and host agencies. Sub-grantees receive referrals through partnerships with the local Area Agencies on Aging, Community Action Centers, Family Support Division offices, senior housing sites, and other non-profits serving low-income older adults who often meet several MIN factors. These partnerships also offer opportunities for new host agency locations. Sub-grantees work with Vocational Rehabilitation and the Social Security Administration for referrals of older adults who have MIN qualifying disabilities.

In addition, sub-grantees partner with the Missouri Department of Corrections Reentry program to reach individuals preparing to exit incarceration and those released in the past five years. Staff within the correctional facilities and team members working with parolees have information about program eligibility and the overall program to make appropriate referrals to the program.

Missouri SCSEP and sub-grantees update recruitment materials to appeal to the broadest possible audience of potentially eligible participants. As sub-grantees identify specific populations in which English is not their primary language, materials can be customized and presented in other languages. Missouri SCSEP increased 6.75 percent in the overall enrollment of minorities from 46.15 percent of the enrolled participants in PY2019 to 52.91 percent of the enrolled participants in PY2020. According to the Missouri Census Data Center, 2019 Population Estimates by Age 55+, the minority population in Missouri is 13 percent of the total population of Missouri. The SCSEP Preliminary Analysis of Service to Minority Individuals, PY2019, Volume II, showed that Missouri SCSEP served minority older adults at a higher rate than the overall percentage of minority older adults in Missouri. The same was true for the Missouri SCSEP service to older black adults. Missouri's Census percent of older black adults was 9.09 percent, and the service to black older adults by Missouri SCSEP was 49 percent. Missouri's Census percent of older adults who are Hispanic is only 1.75 percent, and Asian is only 1.41 percent. Missouri SCSEP served Hispanic older adults and Asian older adults each at 1 percent. Outreach materials, including posters, flyers, and brochures, have been developed by DSDS and distributed to the sub-grantees. Sub-grantees distribute outreach materials at job fairs, health fairs, churches, food pantries, social service agencies, the Missouri Show-Me Summit on Aging and Health, and other events intended to reach seniors and professionals who work with potential host agencies and employers. The SCSEP State Director also shares the promotional material at Senior Day at the Missouri State Fair and the Missouri Institute on Minority Aging Conference.

Strategies employed by each SCSEP sub-grantee to recruit participants from minority populations are primarily dependent upon the geographic area. The majority of Missouri's minority population resides in urban areas, which can often be reached through community not-for-profits, job centers, and perhaps, most successfully, by word of mouth from existing participants. Sub-grantees will ensure outreach to the most in need by networking with social service agencies that reach historically underserved minorities, those in rural areas, and through the DOC's Reentry Program. Each sub-grantee will continue to engage in outreach to potential minority participants through methods that have proven successful such as:

- participating at health and job fairs
- participating in senior expos
- speaking at community events
- networking with community and faith-based leaders
- participating in multi-cultural events.

The Missouri SCSEP and its sub-grantees maintain a strong working relationship with the Area Agencies on Aging and the Community Action Centers, along with other community-based non-profits, including organizations that specifically target services to immigrants and refugees. AARP has made targeted outreach efforts in the Hispanic and Asian-American/Pacific Islander communities. They are working with Don Bosco Community Center and Jewish Family Services to reach Asian American immigrants and their families through community newsletters in the Old Northeast, City Market, and Columbus Park region in Kansas City, MO. AARP is also working with the Guadalupe Center, a community center for persons who speak Spanish, and advertises through Dos Mundos, one of the local bilingual (Spanish and English language) newspapers in the Kansas City metropolitan area. They have also placed information in news bulletins of worship centers that serve non-English speaking populations and ethnic minorities. These efforts help them reach individuals with the MIN factor of limited English proficiency.

The primary strategy for MERS Goodwill to successfully recruit minority participants is partnering with agencies that provide social services directly or indirectly to these potential participants, such as senior housing units or homeless shelters. The participant referrals from these sources typically meet the homeless or at risk of homelessness MIN factor. MERS Goodwill partners with Bi-lingual International Assistant Services (BIAS) and the International Institute of St. Louis, both of which provide services to immigrants and refugees, as a source of referrals for individuals with MIN factor of limited English proficiency. In addition, they partner with Parkway Adult Education to present information about the program to their English as a Second Language class.

## INCOME ELIGIBILITY

Sub-grantees recertify participants annually to verify continued income eligibility. A face-to-face interview between the sub-grantee and the participant will be held anytime within the first 12 months of certification. The sub-grantee will notify the participant at least 30 days before the recertification date to conduct the annual recertification. As part of this process, income will be verified and documented, and the copies of income documents and any subsequent information will become part of each participant's income file. The information recorded on the eligibility form will be authenticated by the applicant's dated original ink signature. The sub-grantee will record each recertification determination on the Client Eligibility Statement form.

## ORIENTATION

Sub-grantees must provide a thorough and detailed orientation to each participant and host agency. The orientation shall be documented and filed in the participant or host agency file.

Once an individual enrolls in the program, the sub-grantee completes a participant orientation which includes, at least, the following:

- review the rights and responsibilities of a SCSEP participant

- program goals and objectives
- how to complete various paperwork requirements
- political activities that are permitted and prohibited
- training opportunities
- available supportive services
- availability of free physical exam
- explanation of training wages and fringe benefits
- timesheet responsibilities
- grievance policies and procedures
- holiday and sick leave policy
- the assessment process
- the development and implementation of Individual Employment Plans (IEP)
- health and safety issues related to each participant's assignment
- the role of supervisors and host agencies
- maximum individual duration policy, including what factors could constitute a potential waiver
- the termination policy
- discussion of the host agency assignment.

The sub-grantee will visit host agencies within their area to meet with the individual(s) responsible for the overall supervision of the participant. Host agencies will receive an orientation that includes:

- the purpose of the program
- their responsibility as a host agency
- the responsibility of the participant assigned to their agency
- grievance procedures to be followed
- completion of paperwork
- timesheet responsibilities
- overview of in-kind
- permissible political activities
- providing a safe and healthy work environment for the participant
- other information relevant to the program.

## DURATIONAL LIMITS

Missouri's durational limit policy requires that a participant have at least two or more of the qualifying most-in-need factors to waive the 48-month participation limit. The sub-grantee must terminate any participant who reaches the 48-month durational limit unless a waiver is in place. NOTE: Participants are informed at enrollment that they are not automatically entitled nor should expect to remain in the program for 48 months. Due to COVID-19, participants enrolled between March 1, 2020, and February 28, 2021, automatically received an extra 12 months of participation, for a total of 60 months.

SCSEP participants are encouraged to complete their job readiness training and obtain unsubsidized employment within 27 months or less of enrollment in the program or as soon as they become job-ready. This helps the sub-grantees meet the Average Project Durational Limit of 27 months. The Individual Employment Plan (IEP) will address individual goals and timelines for obtaining unsubsidized employment to help participants find unsubsidized employment that meets their goals as quickly as possible.

Sub-grantees provide participants a copy of the SCSEP Individual Participant Durational Limit Policy during orientation and annually at recertification. Sub-grantees also give the host agency a copy of the SCSEP Individual Participant Durational Limit Policy during orientation, along with the host agency agreement. The sub-grantee will review the policies with the participant, and the host agency supervisor will sign a form attesting that they received and read the policy. SCSEP will not count approved breaks toward the individual's durational limit.

SCSEP sub-grantees will track individual participation and notify participants in writing when they are within 12 months of reaching their 48-month durational limit or 60-month durational limit for those who qualify for the additional 12 months of participation enrolled between March 1, 2020, and February 28, 2021. Participants may be eligible for a waiver if at least two of the following factors must apply to the participant, and the sub-grantee must have documented this in the participant's file in the program year in which the participant reaches the 48-month limit. Sub-grantee staff must verify the documentation of the two factors, and the State SCSEP Director must approve the waiver. The waiver factors include:

- Severe disability
- Frail or 75 years of age or older
- Old enough for, but not receiving Social Security Title II
- Severely limited employment prospects in a county of persistent unemployment
- Limited English proficiency or low literacy skills
- Have been incarcerated within the last five years or are under supervision following release from prison or jail within the last five years.

SCSEP participants who have reached their 48-month durational limit and who do not request and receive a waiver will be terminated from the program with 30 days prior written notice. Sub-grantees must keep relevant documentation in the participant's file. After their 48 months have concluded, participants who need assistance will receive resource referrals to assist them after exiting the program.

## ASSESSMENTS

Once an individual has been determined eligible to participate in the program, the sub-grantee will interview and complete the assessment with the participant. The assessment gathers information regarding the participant's work history, skills, interests, talents, physical capabilities, aptitudes, need for supportive services, occupational preferences, training needs, the potential for performing community service assignments, and potential for transition to unsubsidized employment. The assessment will be completed before the participant's host agency assignment and updated no less than two times during 12 months. Sub-grantees are responsible for retaining all assessments in the participant's file. The assessment information gathered will determine the most appropriate community service assignment for the participant.

The assessment is the basis for developing or amending the Individual Employment Plan (IEP). The sub-grantee must complete the IEP in partnership with the participant, reflecting the information from the assessment. IEPs are a stepping-stone to an ultimate goal or destination with action steps to describe how each goal will be achieved. Based on the assessment, the IEP generally includes plans and appropriate

sequences of services for that participant. Sub-grantees will establish an initial goal of unsubsidized employment for all participants.

Per federal regulation, sub-grantees must update IEPs each time they complete an assessment. Participants may be reevaluated more frequently than the required twice a year (on average every six months). Updating IEPs more regularly may increase the unsubsidized placements, which provides a greater opportunity to move participants through the program. Sub-grantees are responsible for retaining all IEPs in the participant's file and providing a copy to the participant's host agency supervisor.

Sub-grantees modify the IEP as necessary to reflect other approaches to self-sufficiency if it becomes clear that unsubsidized employment is not feasible. For participants who will reach the individual durational limit or would not otherwise achieve unsubsidized employment, the IEP will include a transition to other services.

DSDS informed the sub-grantees that an IEP developed through the job center would satisfy the requirement of a SCSEP assessment and IEP and vice versa. Sub-grantees and the job centers shall have an MOU indicating the arrangements.

## COMMUNITY SERVICE ASSESSMENTS

Once the sub-grantee completes an assessment and an IEP, they will develop a community service assignment that allows for rewarding work-based training while efficiently utilizing the participant's skills and aptitudes. Sub-grantees will match participants to host agencies that provide appropriate training to increase the potential for unsubsidized employment. Community service agencies will benefit from tasks performed by participants since the host agency training assignments are in addition to the agency's employees.

Host agencies are public agencies or private non-profit organizations that are deemed exempt from taxation under the provision of section 501(c) (3) of the Internal Revenue Code of 1954, which provides training and supervision for a participant. Potential host agencies ensure their eligibility to provide community service work-based training assignments by reviewing and signing the host agency agreement and providing written verification of their tax-exempt status, which the sub-grantee maintains in the host agency's files.

Each host agency designates a supervisor to provide supervision of the participant. The supervisor must submit monthly supervisory reports to the sub-grantee throughout the year. Monthly reports shall include, at a minimum, signed and dated timesheets and in-kind contribution reports. Monthly reports may also contain information on the participant's progress toward overcoming listed barriers and indications of participant training activities related to their IEP. The host agency supervisors complete annual performance evaluations on each participant under their direct supervision and submit the evaluations to the sub-grantee. The sub-grantees shall visit each host agency quarterly to review and discuss all program areas, verify that participant(s) are being appropriately supervised, performing duties according to their training position descriptions, as well as receiving adequate training. The sub-grantee will review the participant's IEP with the host agency and update as needed. Supervisors will be encouraged to give the participant honest and constructive feedback regarding their performance.

All sub-grantees pay the participants the highest of the local, state, or federal minimum wage and provide the following fringe benefits: FICA, annual physical examinations, and Workers' Compensation. All benefits required by federal law will be provided. Sub-grantees are responsible for workers' compensation premiums, not the host agencies.

The sub-grantees give participants the first consideration for work-based training assignments involving the program's operation, where possible. All sub-grantees have the opportunity to have at least one participant involved in the program's administration.

Participants should be offered an average of 20 hours of "work" each week when practicable per Title V of the Older Americans Act. If a sub-grantee that serves any region determines that they cannot afford to sustain participants at 20 hours per week, the sub-grantee must determine the minimum average number of hours they can support participants for the remainder of the program year. Sub-grantees must submit any change in the average number of hours afforded to the participants each week to the SCSEP State Director in writing. The SCSEP State Director must provide approval in writing before the sub-grantee notifies participants and host agencies of the participants' hours' changes. The sub-grantee responsible for the change must give as much notice to the participants of any change in hours reasonably possible.

## TRAINING

The sub-grantees provide or arrange for training specific to the participant's community service assignment that is realistic and consistent with the participant's IEP. Training hours are counted in each sub-grantee's maximum hours per week per area. Therefore training and community service hours must be added together to determine the number of paid hours per week for each participant and should not equal more than the maximum allowed hours per week. Training will consist of lectures, seminars, individual instruction, and other activities to prepare the participants for unsubsidized employment. Sub-grantees may utilize community vocational/technical schools and community colleges to provide computer and skills training. Sub-grantees will use job centers and WDBs to offer training opportunities to participants. The participant will be reimbursed at their regular hourly wage while attending training, as well as mileage reimbursement and/or bus fare. To be reimbursed for mileage or bus fare, the participant must complete a monthly expense form, as specified by the sub-grantee.

Sub-grantees are encouraged to obtain training through local resources, including host agencies, at no cost or reduced cost. They may pay reasonable costs for instructors, classroom rental, training supplies and materials, equipment, tuition, and other training expenses.

## SUPPORTIVE SERVICES

The sub-grantees procure and provide appropriate supportive services to assist participants in obtaining and retaining unsubsidized employment. Supportive services may include, but are not limited to: badges, eyeglasses, hand tools, nutrition and health counseling, Social Security and Medicare benefits, periodic group or individual meetings on topics of general interest concerning job-seeking skills, interviewing techniques, consumer issues, health issues, and appropriate work attire.

Sub-grantees obtain supportive services through local resources at low or no cost to the program before utilizing grant funds. The Area Agencies on Aging and other various community service agencies can assist in the provision of services.

Older Missourians routinely utilize MO HealthNet, Missouri's Medicaid program, and the Supplemental Nutrition Assistance Program (SNAP). MO HealthNet provides medical care for persons who are aged, permanently and totally disabled, or blind. SNAP offers financial assistance for food purchasing to low-income and no-income individuals and families living in Missouri. The average monthly benefit per older adult in 2021 was \$120.00.<sup>41</sup>

Missouri's Area Agencies on Aging partner with the Missouri Department of Commerce and Insurance<sup>42</sup> and DSDS to help low-income seniors and persons with disabilities access two programs that can help pay for Medicare costs through the MIPPA (Medicare Improvements for Patients and Providers Act) grant from the Administration for Community Living. The MIPPA program consists of:

- The Medicare Part D Extra Help/Low-Income Subsidy (LIS/Extra Help) that helps pay the Part D premium and reduces the cost of prescriptions at the pharmacy
- The Medicare Saving Programs (MSPs), which help pay for Medicare Part B.

Low-income seniors, age 60 or older, who meet income eligibility requirements can participate in the Missouri Commodity Supplemental Food Program, administered by DHSS. The program works to improve the health of participants by supplementing their diets with nutritious U.S. Department of Agriculture (USDA) commodity foods.<sup>43</sup>

Low-income Missourians, including seniors, have access to the Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP has two components: Energy Assistance/Regular Heating (EA) and Energy Crisis Intervention Program (ECIP). EA is designed to provide financial assistance to pay heating bills for Missourians from November to March. Eligibility requirements for EA are based on income, household size, available resources, and responsibility for home heating costs. Eligibility for EA may also qualify individuals for additional financial assistance through ECIP. ECIP helps pay fuel bills when energy is shut off or shut off is threatened. The ECIP is available in the winter from November through May and in the summer from June through September. The amount of funds received is based on the money needed to settle with the energy provider.<sup>44</sup>

## TERMINATION

If a sub-grantee determines that a participant was incorrectly declared eligible due to false information knowingly given by that individual, the sub-grantee must provide the participant immediate written notice explaining the reason(s) for termination. The sub-grantee may terminate the participant 30 days after it

<sup>41</sup> America's Health Rankings-  
[https://www.americashealthrankings.org/explore/senior/measure/SNAP\\_Reach/state/MO](https://www.americashealthrankings.org/explore/senior/measure/SNAP_Reach/state/MO). (Retrieved 11/29/2021)

<sup>42</sup> Missouri Department of Commerce and Insurance- <https://dci.mo.gov/>. (Retrieved 11/22/2021)

<sup>43</sup> Missouri Department of Health and Senior Services-  
<https://health.mo.gov/living/wellness/nutrition/foodprograms/csfp/>. (Retrieved 11/22/2021)

<sup>44</sup> Missouri Department of Social Services- <https://dss.mo.gov/fsd/energy-assistance/>. (Retrieved 11/26/2019)

has provided the participant with written notice. If during the annual eligibility verification required by 20 CFR 641.505, a grantee or sub-grantee finds a participant no longer eligible for enrollment, the grantee or sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice (as per 20 CFR 641.280). If the sub-grantee learns that it incorrectly determined a participant to be eligible for the program through no fault of the participant, the grantee or sub-grantee must give the participant immediate written notice explaining the reason(s) for termination. The sub-grantee may terminate the participant 30 days after it has provided the participant with written notice (as per 20 CFR 641.280).

The grantee or sub-grantee may terminate a participant “for cause,” which includes, but is not limited to, repeated absenteeism without documentation, inappropriate behaviors, the sub-grantees inability to locate a participant after multiple attempts, or participants refusing reasonable job offers. Grantees must include their policies concerning for-cause terminations in the grant application and obtain the DOL's approval. The grantee or sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice.

Grantees and sub-grantees must provide each participant with a written copy of its policies for terminating a participant at the time of enrollment and must verbally review those policies with each participant annually and during each recertification. When a grantee or sub-grantee makes an unfavorable determination of enrollment eligibility under this section, it should refer the individual to other potential sources of assistance, such as the WDB system.

As described in this section, any termination must be consistent with administrative guidelines issued by the U.S. Department of Labor. The termination notice must inform the participant of the grantee's grievance procedure and be subject to the applicable grievance procedures described in 20 CFR 641.910. Sub-grantees may not terminate participants from the program based solely on their age. Missouri SCSEP will not impose an upper age limit for participation in SCSEP.

## COMPLAINTS AND GRIEVANCES

If at any time an applicant or participant feels that they have been mistreated in a manner inconsistent with SCSEP Policies and Procedures, they have the right to file a grievance with no fear of retaliation. To file a grievance, the following steps should be followed:

1. The SCSEP applicant or participant should notify the sub-grantee case manager as soon as possible following the incident to arrange a meeting to discuss the grievance. If the grievance is regarding the case manager, the applicant or participant can start with step 2 below. If the grievance is regarding the case manager and program director, the applicant or participant can start with step 3 below.
2. If the applicant or participant does not believe the case manager's decision follows SCSEP Policies and Procedures, they can contact the program director to discuss the grievance. The program director will consider the grievance information provided by the applicant or participant and will review the actions and decisions of the case manager. The program director will provide a written

response to the applicant or participant within 10 calendar days. The applicant/participant can start with step 3 below if the grievance is regarding the program director.

3. If, after speaking with the case manager and the program director, the SCSEP applicant or participant still believes the grievance has not been resolved following SCSEP Policies and Procedures, they may contact the SCSEP State Director listed below by mail, email, or phone.

Michael Brewer  
Chief, Bureau of Senior Programs  
Division of Senior and Disability Services  
Department of Health and Senior Services  
P.O. Box 570  
Jefferson City, MO 65102  
Phone (573) 526-4542  
Email [scsepemployment@health.mo.gov](mailto:scsepemployment@health.mo.gov)

The SCSEP State Director will acknowledge receipt of the grievance within 10 working days if mailed or emailed. The SCSEP State Director will acknowledge telephone calls when the applicant or participant speaks with the Director. The SCSEP State Director will consider the grievance information provided by the applicant or participant and review the sub-grantees actions and findings. The SCSEP State Director may ask the applicant/participant, host agency, or the sub-grantee for additional documentation or information pertinent to the grievance to ensure the applicant or participant's grievance is resolved following SCSEP Policies and Procedures. The SCSEP State Director will provide the final determination in writing within 30 calendar days of acknowledging receipt of the grievance. Determinations made by the State Director on all grievances will be final.

Under the WIOA nondiscrimination regulations, discrimination is prohibited "on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or sexual orientation or gender identity." In addition, as defined in the regulations, beneficiaries, applicants, and participants are protected from discrimination based on citizenship or participation in any WIOA Title I-financially assisted program or activity. Retaliation for engaging in discrimination-related protected activity is also prohibited. Nondiscrimination complaints must be filed within 180 days of the alleged discrimination or retaliation unless the Civil Rights Center Director "Director" has extended this period for good cause. The WIOA nondiscrimination regulations state that a "complainant may attempt" alternative dispute resolution (ADR) of a discrimination or retaliation complaint "at any time after the complainant has filed a written complaint with the recipient ...," and that "[t]he choice whether to use alternative dispute resolution or the customary [complaint resolution] process rests with the complainant." Any participant, applicant, employee, an applicant for employment, or member of the public that believes he or she, or any specific class of individuals, is the victim of discrimination, harassment, and unfair treatment shall follow the steps below.

1. The participant or applicant shall complete the Missouri DHSS Complaint of Discrimination (By Customers, Applicants and/or the Public) form, which can be found at: [https://health.mo.gov/information/appsforms/pdf/adminmanual3\\_2A.pdf](https://health.mo.gov/information/appsforms/pdf/adminmanual3_2A.pdf). The form should be completed in full and then sent to one of the following agencies:

Missouri Department of Health and Senior Services  
Office of Human Resources  
Human Relations Officer  
P.O. Box 570  
Jefferson City, MO 65109

Director of Civil Rights  
U.S. Department of Labor  
Room N-4123  
200 Constitution Avenue, NW  
Washington, D.C. 20210

DHSS staff will follow the DHSS Administrative Policy outlined in Chapter 3, Section 3.2 and Section 3.4 that can be found at [https://health.mo.gov/information/appsforms/pdf/adminmanual3\\_2.pdf](https://health.mo.gov/information/appsforms/pdf/adminmanual3_2.pdf)

Complainants who turn the form into the DHSS shall receive an initial written notice containing the following information:

- An acknowledgment that the recipient has received the complaint; and
- Notice that the complainant has the right to be represented in the complaint process;
- Notice of rights contained in § 38.35; and
- Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§ 38.4(h) and (i), 38.34, and 38.36. In addition, complainants will receive a written statement of the issues, which includes the following:
  - A list of the issues raised in the complaint; and
  - For each such issue, the department will issue a statement whether the department will accept or reject the matter for investigation. Rejected issues will include a reason for each rejection. The complainant will receive a written Notice of Final Action within 90 days of the date on which the complaint was filed, which will include the following:
    - For each issue raised in the complaint, a statement of either:
      - The Department's decision on the issue and an explanation of the reasons underlying the decision; or
      - A description of the way the parties resolved the issue; and
      - Notice that the complainant has a right to file a complaint with Civil Rights Center within 30 days of receipt of the Notice of Final Action if the complainant is dissatisfied with the recipient's final action on the complaint. The complainant may attempt ADR after the complainant files

a written complaint with the recipient but before a Notice of Final Action has been issued. Whether to use ADR or the customary process rests with the complainant. A party to any agreement reached under ADR may notify the Director of the Civil Rights Center (Director of CRC) if the agreement is breached. In such circumstances, the following rules will apply:

- The non-breaching party may notify the Director or CRC within 30 days of the date on which the non-breaching party learns of the alleged breach; and
- The Director of CRC must evaluate the circumstances to determine whether the agreement has been breached. If the Director of CRC determines that the agreement has been breached, the complaint will be reinstated and processed per DHSS's procedures. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director of CRC as described in 29 CFR 38.69 through 38.71.

1. Complainants unsatisfied with the SCSEP State Director or their designee's response or resolution to general program grievances may appeal in writing to the:

U.S. Department of Labor, Older Worker and Disability Unit.  
Director, Division of National Programs, Tools & Technical Assistance,  
Employment and Training Administration,  
U.S. Department of Labor  
200 Constitution Avenue NW, Room C-4510  
Washington, DC 20210

Complainants with the SCSEP State Director or their designee's response to grievances alleging discrimination based on race, color, religion, sex, national origin, disability, age, sexual orientation, or gender identity will be notified of the appellant's right to appeal for investigation and possible resolution to:

Director of Civil Rights  
U.S. Department of Labor  
Room N-4123  
200 Constitution Avenue, NW  
Washington, D.C. 20210

#### **SCSEP Sub-grantee Employees**

Sub-grantee employees will follow the sub-grantee internal grievance procedures regarding their employment decisions and situations directly related to them.

### **SCSEP Grantee Employees**

Employees will follow the Missouri DHSS Grievance and Complaint Procedures published in the Administrative Manual Chapter 12 Section 12.1. A copy of this policy is provided to all employees and is available at <https://dhssnet/policiesprocedures/index.php>.

SCSEP Grantees and sub-grantees must comply with the following:

- Title VI and Title VII of the Civil Rights Act of 1964
- Title IX of the Education Amendments of 1972
- Age Discrimination Act of 1975
- The Americans with Disabilities Act of 1990 and the ADA Amendments of 2008
- Section 504 of the Rehabilitation Act of 1973
- WIOA Sec. 188
- 2 CFR 200
- 2 CFR 2900.4
- 29 CFR Part 31
- 29 CFR Part 32
- 29 CFR Part 35
- 29 CFR Part 38
- 49 CFR Part 25

In addition, SCSEP Grantees and sub-grantees must comply with the following sexual discrimination requirements:

- WIOA Sec. 181
- 20 CFR 683.600 and 683.610
- 20 CFR Part 658 for Wagner Peyser

SCSEP Grantees and sub-grantees must comply with the following fraud or other forms of misconduct requirements:

- 20 CFR 683.620
- TEGL 2-12, Employment and Training Administration (ETA) Grant Recipient Responsibilities for Reporting Instances of Suspected Fraud, Program Abuse and Criminal Conduct

### **MAXIMIZING ENROLLMENT**

The SCSEP State Grantee will ensure that sub-grantees comply with the equitable distribution (ED) and fill positions in the counties where they are authorized, to the extent practicable, notwithstanding variations resulting from modified positions. The SCSEP State Grantee will work with the national grantees and sub-grantees to ensure they maximize positions while managing over-enrollment to minimize the impact on participants and avoid program disruptions or reductions in hours. Sub-grantees have developed plans to reach out to potential host agencies and other non-profit and aging network entities for potential participants to enroll in the hard to enroll counties. The sub-grantees are developing relationships in these communities to help with potential referrals to the program. In addition, the sub-grantees are developing targeted messaging for the under-enrolled areas to help achieve equitable distribution.

## PERFORMANCE

Missouri is currently exceeding 100 percent of one contracted performance goal and more than 80 percent of the remaining contracted performance goals. Missouri has struggled with the employment targets of second and fourth quarter employment rate and median earnings.

In PY2019 and PY2020, Missouri SCSEP averaged 19.72 percent of all exits as exits to employment. During that timeframe, 24 of 26 (92.3 percent) participants were still employed in the second quarter after exit, and 10 of 23 (43.5 percent) participants were still employed in the fourth quarter after exit.

Follow-ups have historically been difficult for the subgrantees as participants do not always want to continue communicating with SCSEP once they have become employed. However, follow-up with participants is one of the main ways that SCSEP can support their employment and help them with any needs to help them keep their job.

To help with the follow-through by participants after exit, Missouri SCSEP required the subgrantees to have participants complete the SCSEP Exit Form, which includes information about how to contact the participant, information regarding the employer, and most importantly, the Waiver of Confidentiality which allows the subgrantees to contact the employer regarding the participant.

In addition, MERS Goodwill created a newsletter for participants who have exited, including those exited for employment. The newsletter is sent to participants for a year after they exit the program. The newsletter contains information about resources available to the SCSEP population and has reminders to the exited participants to respond to the subgrantees for follow-up calls. It also reminds participants to contact the subgrantee if they need any support in remaining employed.

This strategy has done well in increasing follow-ups during the second quarter when participants are often still employed but has not worked as well for the fourth quarter. To help support participants who have exited to employment maintain their employment past the second quarter after exit, Missouri SCSEP will implement the following:

- Monthly calls to participants exited to employment through the first full year after exit to assess any potential needs to help the individual remain employed.
- Quarterly contacts with the employers to assess the exited participant to see if the program can support their success and longevity at the sites.
- Create a tracking document to document the efforts above; any needs the participant may have, and what the program did to help meet these needs.

Figure 14 shows Missouri's current performance for each of the six Core Performance Measures and Targets. The SCSEP State Director and designated staff work closely with sub-grantees to ensure they meet at least 80 percent of the six Core Performance Goals. State SCSEP staff will provide targeted technical assistance to sub-grantees to help them meet the Core Performance Goals for each program year.

**Figure 14: Missouri SCSEP Current Performance Goals and Targets**

2 <sup>nd</sup> Quarter PY2021				
Measure	Description	Goal/Target	YTD Rate	% of Goal Met
Service Level	The number of participants who are active on the last day of the reporting period or who exited during the reporting period divided by the number of modified community service positions.	150.00%	132.6%	88.4%
Community Service	The number of hours of community service in the reporting period divided by the number of hours of community service funded by the grant minus the number of paid training hours minus the number of paid sick leave hours in the reporting period.	80.00%	91%	121.33%
Service to Most in Need	Average number of barriers per participant. The total number of the following characteristics: severe disability, frail; age 75 or older, old enough for but not receiving SS Title II, severely limited employment prospects and living in an area of persistent unemployment, limited English proficiency, low literacy skills, disability, rural, veterans, low employment prospects, failed to find employment after using WIOA Title I, formerly incarcerated, and homeless or at risk of homelessness divided by the number of participants who are active on the last day of the reporting period or who exited during the reporting period.	2.86	2.75	96.15%
Common Measures Employment Rate – 2nd Quarter after Exit	The number of participants employed in the second quarter after the exit quarter divided by the number of participants who exited two quarters earlier.	33.4% (Target)	20%	59.88%
Common Measures Employment Rate – 4th Quarter after Exit	The number of participants employed in the fourth quarter after the exit quarter divided by the number of participants who exited four quarters earlier.	22.3% (Target)	9.5%	42.6%
Common Measures Median Earnings	Of those participants who are employed in the second quarter after the quarter of program exit, the median value of earnings in the second quarter after the exit quarter.	\$3,090 (Target)	\$3,579	115.82%

## ADMINISTRATIVE COSTS

Missouri SCSEP does not request an increase in administrative costs.

## SECTION 12. IMPLEMENTATION OF SCSEP PROVISIONS OF THE CARES ACT

Per instructions from DOL in TEGL 22-19, Missouri SCSEP exercised the administrative flexibilities described, including:

- Extension of Individual Durational Limits to 60 months for individuals enrolled in SCSEP as of March 1, 2020.
- Increase in the Average Participation Cap.

Due to COVID-19, Missouri SCSEP updated the Emergency Leave Policy to allow the sub-grantees to determine if participants needed to remain home for their safety. Starting March 16, 2020, all participants were placed on Emergency Paid Leave while the sub-grantees worked on mitigation plans to allow for participants to attend training safely. During this period, sub-grantees frequently contacted participants by phone and email to ensure they were safe and able to meet their basic needs. The Missouri State Grantee and the sub-grantees focused on resources to meet the participants' needs while they were self-isolating. Once the sub-grantees ensured participants' needs were met, the focus turned to training opportunities that participants could participate in from home.

The Missouri State Grantee continued to review and analyze the COVID positivity rates in the counties served through the grant while making plans for the participants to return to their host agencies as soon as it was reasonably safe. The Missouri sub-grantees submitted a safety plan and checklist for participants and host agencies to be complete, which would help assure the safety of participants while they returned to complete volunteer hours in the host agencies.

It was immediately apparent that not all host agencies were ready for participants to return, even with the safety checklist as a starting point. Some host agencies continued to have their employees work from home and could not provide the equipment necessary for participants to volunteer from their homes. Other host agencies were allowing paid staff to return but not volunteers. Others did not feel they had the supervisor capability to oversee participants because of the added duties due to COVID. The sub-grantees worked to secure new host agencies that met the participants' needs to complete their community service hours.

All of the above factors slowed the process of returning participants to host agencies and to other training opportunities that were once available. For instance, the job centers across Missouri were closed to the public for most of PY2020 and part of PY2021. Many non-profits that provide training opportunities were also closed to the public.

As the pandemic continues or becomes endemic, the Missouri SCSEP plans to continue operating the program in person as long as public health data support the safety of participants performing their community service hours at host agencies. The widespread availability of vaccinations and boosters has allowed host agencies that were formerly not allowing participants to return to come back to perform their community service hours in person.

Both sub-grantees have provided remote training opportunities for participants who could not return to a host agency in person. MERS Goodwill worked with host agencies to allow several participants to get the equipment and supplies they needed to complete their community service assignment work from home.

In addition, both sub-grantees are working with the Missouri Office of Workforce Development to develop a training curriculum through Coursera for SCSEP participants, which will allow the participant to earn skills-based certificates at their own pace. Participants will be referred directly to a virtual job coach who will help them through the curriculum and with other job development skills needed to become successful at finding unsubsidized employment. This co-enrollment opportunity will be highly beneficial to participants, particularly if the participants are required to self-isolate again. The program will allow them to continue their skills training at home if they have a laptop, computer, tablet, or smartphone.

Initial job training needs assessments are being updated to assess the digital access of new enrollees to determine their digital tools/access better. This will help with learning their current technology skill level and planning for future training or skill development needs the participant may have. It will also help the sub-grantees determine which participants can easily do remote training if required due to the pandemic.

Missouri SCSEP sub-grantees were also able to apply for opportunities in their local communities through CARES Act and other COVID-related supplemental funding. Sub-grantee MERS Goodwill applied for a

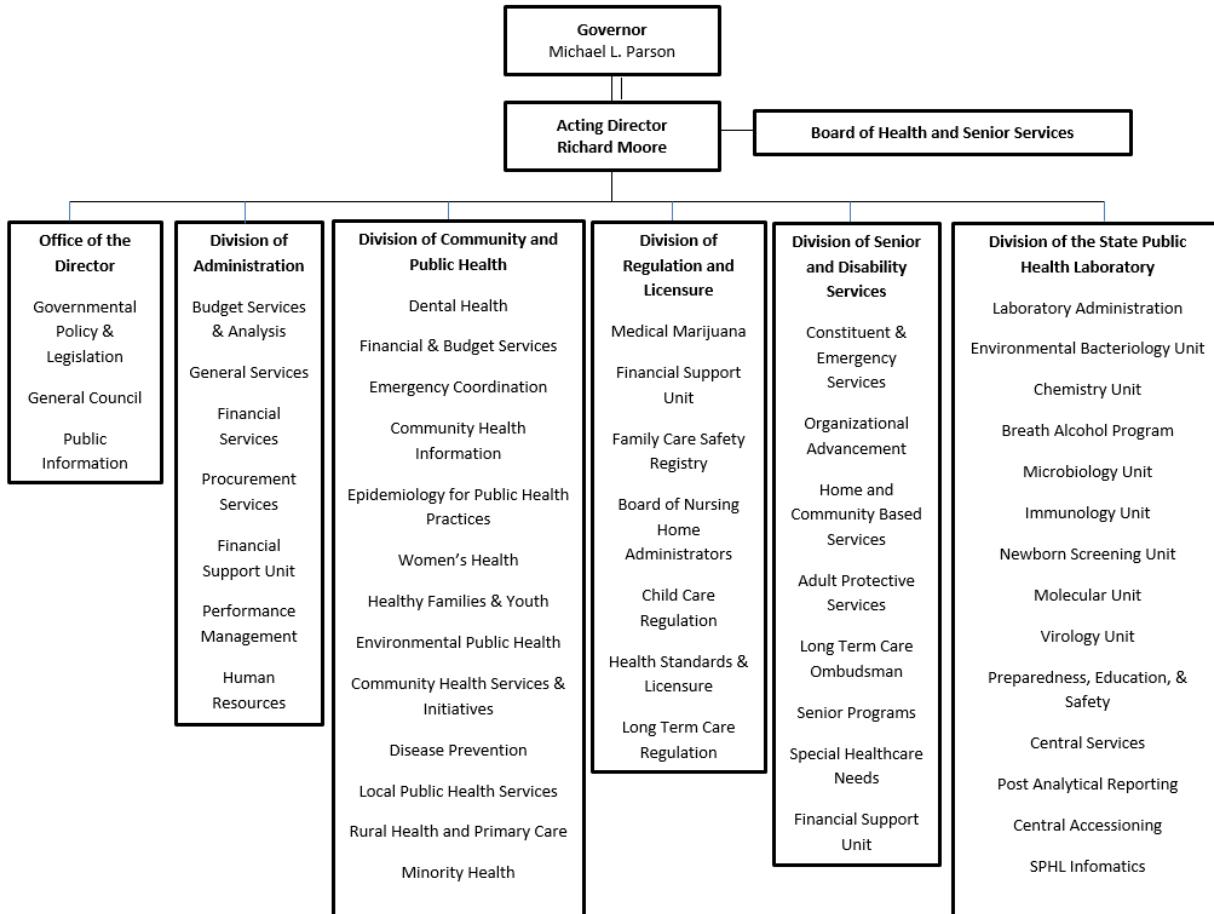
\$10,000 grant from the COVID-19 Emergency Needs Grant Fund with the St. Louis City Senior Fund. MERS Goodwill applied to help meet the emergency needs of SCSEP participants living in St. Louis City to assist with monthly expenses during the pandemic. MERS Goodwill received the grant and assisted over 30 participants with their utility bills, groceries, and transportation costs. MERS Goodwill also used this grant to match their SCSEP contract as the funds were not being used as a federal match by any other entity.

In addition, MERS Goodwill partnered with the St. Louis County Library on their Digital Equity Initiative to help underserved older adults access technology and stay connected during the pandemic. Through the project, SCSEP participants who didn't have computers, laptops, tablets, or smartphones were given free GrandPads. GrandPads are a tablet device specifically designed for ease of use by seniors with little or no computer or technology experience. The device includes a built-in data connection through cellular service, which the library pays for the first year. The library is also providing email addresses for those that need one. The benefit of using GrandPads is the ongoing free customer service provided through live virtual format.

If funds become available through the Build Back Better Act or any other COVID funding allotted to SCSEP, the sub-grantees would like to purchase tablets or laptops for participants to complete training or complete their community service assignments remotely.

## SECTION 13. ATTACHMENTS

## ATTACHMENT A- DHSS ORGANIZATIONAL STRUCTURE



1.

<b>MERS Goodwill Counties</b>	<b>Authorized Positions</b>
Cape Girardeau	7
Franklin	13
Gasconade	2
Jefferson	26
Perry	2
St. Francois	7
Ste. Genevieve	2
Clark	1
Lewis	2
Lincoln	7
Marion	1
Scotland	1
St. Charles	26
St. Louis City	26
St. Louis County	26
<b>Total</b>	<b>149</b>

<b>AARP Counties</b>	<b>Authorized Positions</b>
Cass	6
Clay	8
Jackson	31
Johnson	3
Lafayette	4
Ray	4
<b>Total</b>	<b>56</b>

County	Missouri State Grant	AARP	Goodwill International	NCBA	SER	Total Positions per County
Adair					4	4
Andrew					4	4
Atchison					1	1
Audrain					4	4
Barry				9		9
Barton				3		3
Bates				3		3
Benton				6		6
Bollinger		4				4
Boone					16	16
Buchanan					15	15
Butler		15				15
Caldwell					2	2
Callaway					5	5
Camden		11				11
Cape Girardeau	7	4				11
Carroll					2	2
Carter		2				2
Cass	6			5		11
Cedar				4		4
Chariton					2	2
Christian			10			10
Clark	1					1
Clay	8	13				21
Clinton					3	3
Cole		8				8
Cooper		3				3
Crawford		7				7
Dade				2		2
Dallas				4		4
Daviess					2	2
DeKalb					2	2

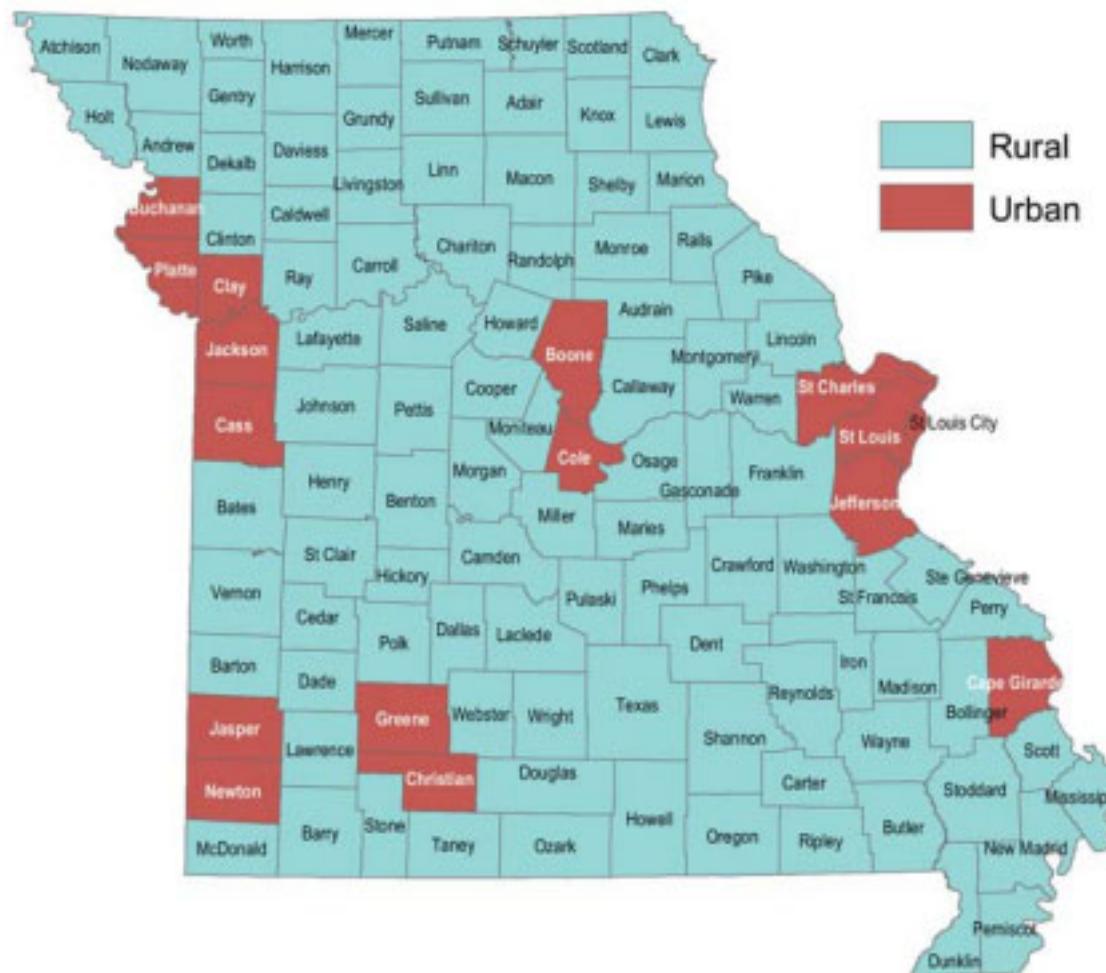
County	Missouri State Grant	AARP	Goodwill International	NCBA	SER	Total Positions per County
Dent			5			5
Douglas				6		6
Dunklin			10			10
Franklin		13				13
Gasconade	2		1			3
Gentry					2	2
Greene				47		47
Grundy					2	2
Harrison					3	3
Henry				5		5
Hickory				4		4
Holt					1	1
Howard					2	2
Howell			13			13
Iron			3			3
Jackson	31		79			110
Jasper				21		21
Jefferson		26				26
Johnson	3			2		5
Knox					1	1
Laclede				8		8
Lafayette	4		2			6
Lawrence				7		7
Lewis	2					2
Lincoln	7					7
Linn					2	2
Livingston					4	4
Macon					3	3
Madison			3			3
Maries			2			2
Marion	1				5	6
McDonald				6		6

County	Missouri State Grant	AARP	Goodwill International	NCBA	SER	Total Positions per County
Mercer					1	1
Miller		5				5
Mississippi		4				4
Moniteau	2					2
Monroe					2	2
Montgomery					3	3
Morgan			7			7
New Madrid		5				5
Newton			8			8
Nodaway					3	3
Oregon		4				4
Osage	2					2
Pemiscot		5				5
Perry	2	1				3
Pettis			9			9
Phelps		8				8
Pike					3	3
Platte	7					7
Polk			7			7
Pulaski		4				4
Putnam					1	1
Ralls					2	2
Randolph					4	4
Ray	4					4
Reynolds		2				2
Ripley		5				5
Saline	6					6
Schuylerville					1	1
Scotland	1					1
Scott		9				9
Shannon		3				3
Shelby					1	1

County	Missouri State Grant	AARP	Goodwill International	NCBA	SER	Total Positions per County
St. Charles	26					26
St. Clair				4		4
St. Francois	7		5			12
St. Louis	26	89				115
St. Louis City	26	56				82
Ste. Genevieve	2		1			3
Stoddard		7				7
Stone			9			9
Sullivan					2	2
Taney			12			12
Texas		8				8
Vernon			4			4
Warren	4					4
Washington		7				7
Wayne		5				5
Webster			8			8
Worth						0
Wright			5			5
<b>Total</b>	<b>205</b>	<b>272</b>	<b>175</b>	<b>217</b>	<b>110</b>	<b>979</b>

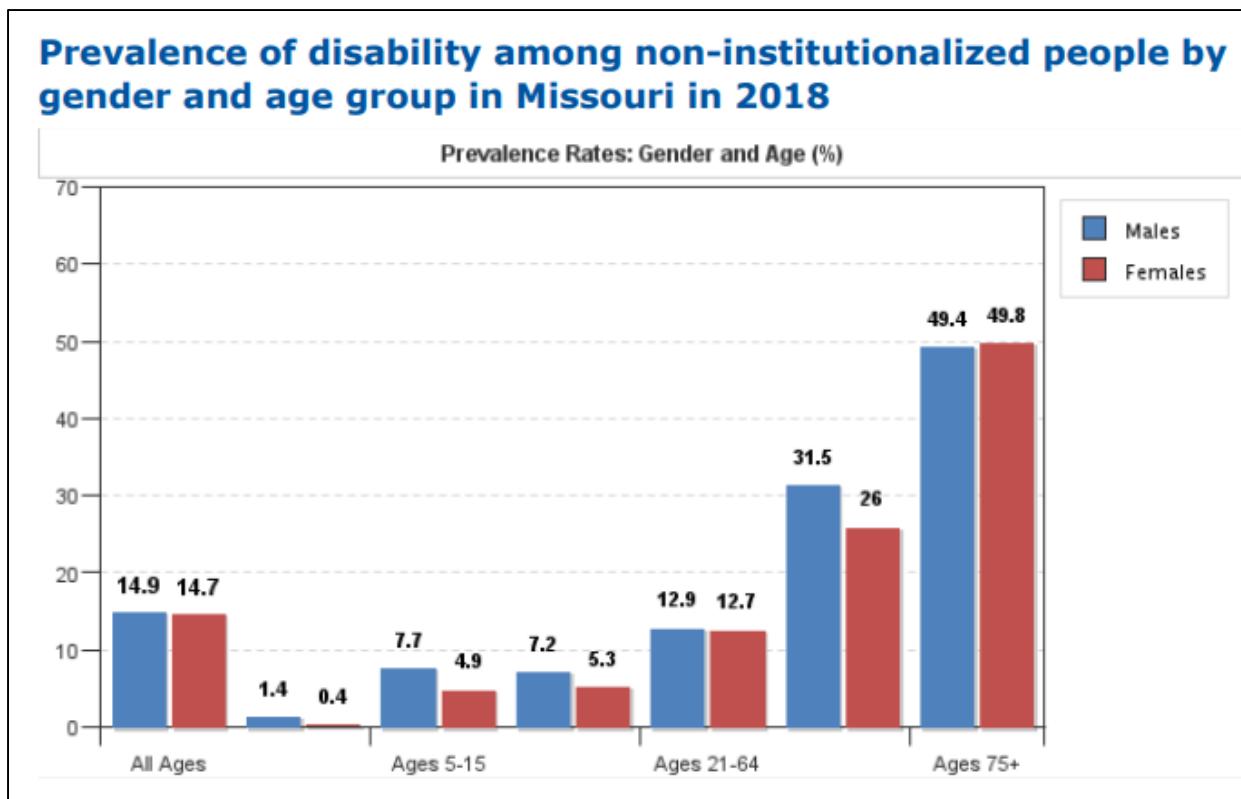
From SCSEPED.org [http://www.scseped.org/?q=tables\\_historic&SFIPS=26&yearupload=10&quarter=2](http://www.scseped.org/?q=tables_historic&SFIPS=26&yearupload=10&quarter=2) (Retrieved 11/24/2021)

## Rural/Urban County Classification Missouri, 2019



Missouri Department of Health and Senior Services, Health in Rural Missouri.

<https://health.mo.gov/living/families/ruralhealth/pdf/biennial2020.pdf>. (Retrieved 11/24/2021)



The chart below displays the disability types for individuals age 65-74 in Missouri.

Disability Type	%	MOE	Number	MOE	Base Pop.	Sample Size
Any Disability	28.5	1.35	168,400	9,270	590,100	7,314
Visual	5.2	0.66	30,900	4,020	590,100	7,314
Hearing	11.1	0.94	65,700	5,840	590,100	7,314
Ambulatory	17.5	1.13	103,400	7,310	590,100	7,314
Cognitive	6.2	0.72	36,800	4,380	590,100	7,314
Self-Care	4.8	0.64	28,200	3,840	590,100	7,314
Independent Living	8.0	0.81	47,200	4,960	590,100	7,314

Disability Statistics- [https://www.disabilitystatistics.org/StatusReports/2018-PDF/2018-StatusReport\\_MO.pdf](https://www.disabilitystatistics.org/StatusReports/2018-PDF/2018-StatusReport_MO.pdf). (Retrieved 11/24/2021)

**ATTACHMENT G- VETERAN CHARACTERISTICS**

Missouri Veterans Characteristics			
	Total	Veterans	% Veterans
Civilian population 18 +	4,745,151	382,548	8.1%
PERIOD OF SERVICE			
Gulf War (9/2001 or later)	(X)	75,445	19.7%
Gulf War (8/1990 to 8/2001)	(X)	76,589	20.0%
Vietnam era	(X)	141,776	37.1%
Korean War	(X)	25,498	6.7%
World War II	(X)	7,729	2.0%
SEX			
Male	2,291,157	350,041	91.5%
Female	2,453,994	32,507	8.5%
AGE			
18 to 34 years	1,367,778	31,392	8.2%
35 to 54 years	1,482,385	79,231	20.7%
55 to 64 years	837,045	74,673	19.5%
65 to 74 years	609,250	105,711	27.6%
75 years and over	448,693	91,541	23.9%
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	3,958,335	334,444	87.4%
Black or African American alone	519,417	34,338	9.0%
American Indian and Alaska Native alone	20,230	3,038	0.8%
Asian alone	102,581	2,386	0.6%
Native Hawaiian and Other Pacific Islander alone	N	N	N
Some other race alone	51,057	1,819	0.5%
Two or more races	87,250	4,962	1.3%
Hispanic or Latino (of any race)	167,770	7,929	2.1%
White alone, not Hispanic or Latino	3,851,436	329,160	86.0%
MEDIAN INCOME IN THE PAST 12 MONTHS (IN 2019 INFLATION-ADJUSTED DOLLARS)			
Civilian population 18 years and over with income	31,365	39,645	(X)
Male	(X)	40,010	(X)
Female	(X)	34,982	(X)
EDUCATIONAL ATTAINMENT			
Civilian population 25 years and over	4,195,498	375,696	(X)
Less than high school graduate	391,815	22,598	6.0%
High school graduate (includes equivalency)	1,307,402	119,050	31.7%
Some college or associate's degree	1,230,013	135,090	36.0%
Bachelor's degree or higher	1,266,268	98,958	26.3%
EMPLOYMENT STATUS			
Civilian population 18 to 64 years	3,687,208	185,296	(X)
Labor force participation rate	(X)	(X)	73.5%
Civilian labor force 18 to 64 years	2,825,916	136,210	(X)
Unemployment rate	(X)	(X)	3.0%
POVERTY STATUS IN THE PAST 12 MONTHS			
Civilian population 18 years + for whom poverty status is determined	4,600,286	372,205	(X)
Income in the past 12 months below poverty level	540,508	26,395	7.1%
Income in the past 12 months at or above poverty level	4,059,778	345,810	92.9%
DISABILITY STATUS			
Civilian population 18 years and over for whom poverty status is determined	4,600,286	372,205	(X)
With any disability	821,272	123,367	33.1%
Without a disability	3,779,014	248,838	66.9%

(X) = estimates not applicable or not available.

United States Census Bureau-

<https://data.census.gov/cedsci/table?q=missouri%20%20Veteran%27s%20characteristics&tid=ACSST1Y2019.S2101&hidePreview=true&moe=false>. (Retrieved 11/24/2021)

**Missouri State Workforce Development Board (MoWDB)**

**Local Workforce Development Boards (LWDBs)**

**Local economic development organizations**

**Multitudes of local workforce partners providing a variety of services, including not-for-profits, faith-based, etc.**

**Community college districts and other local educational agencies across the state**

**Federal (USDOL) and State agencies including those listed below, to name a few:**

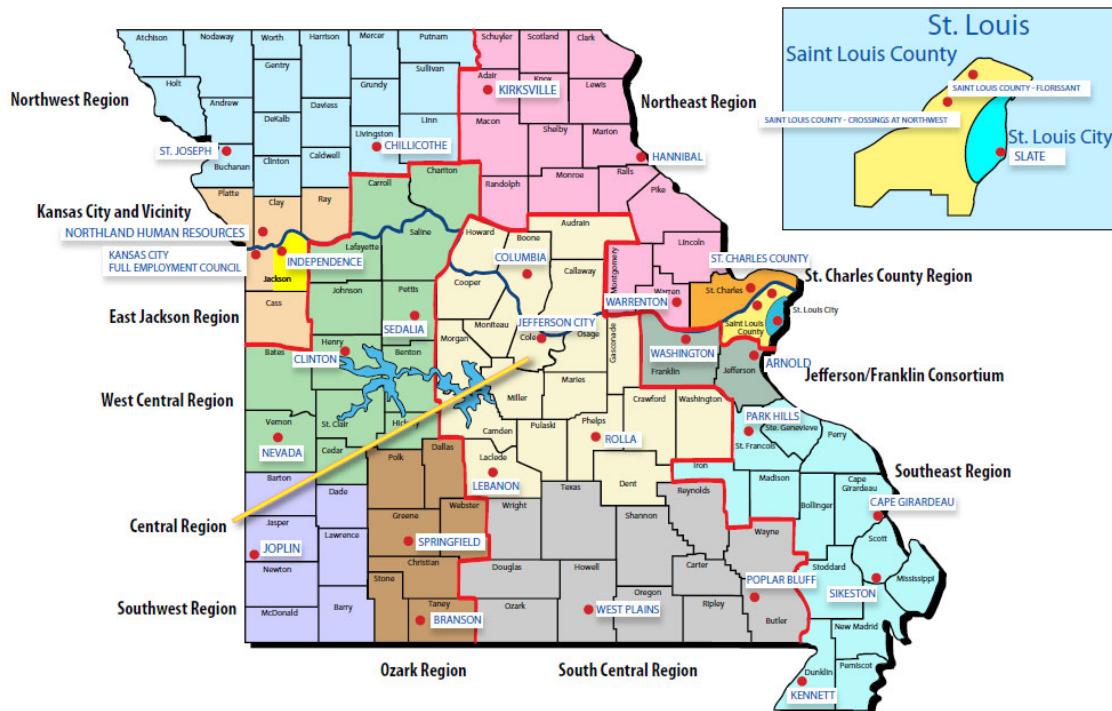
- **Missouri Department of Labor and Industrial Relations**
- **Missouri Department of Social Services**
- **Missouri Department of Elementary and Secondary Education; Office of Adult Learning and Rehabilitation Services**
- **Missouri Department of Higher Education– Science, Technology, Engineering and Mathematics**
- **Missouri Chamber of Commerce**
- **Missouri Community College Association**
- **Missouri Economic Research and Information Center**
- **Training and Employment Administrators of Missouri**
- **United States Department of Labor, Employment and Training Association**



## Missouri Workforce Development Regions and Job Centers



Missouri Office of Workforce Development  
Local Workforce Development Board Directors and Chairs on reverse.



Jobs.mo.gov- [https://jobs.mo.gov/sites/jobs/files/dwd-wdb-map\\_10232019\\_0.pdf](https://jobs.mo.gov/sites/jobs/files/dwd-wdb-map_10232019_0.pdf). (Retrieved 11/24/2021)

**AARP**

- Full Employment Council (Local Workforce Development Board in Jackson County, MO)
- Catholic Charities of Kansas City-St. Joseph
- Mid-American Regional Council Area Agency on Aging

**MERS Goodwill**

- Aging Ahead
- St. Louis Area Agency on Aging
- AARP SCSEP
- Jefferson/Franklin Region Local Workforce Development Board
- St. Charles Region's Workforce Development Board
- St. Louis City Local Workforce Development Board
- St. Louis County Workforce Development Board
- Central Region Workforce Development Board

**AARP**

406 W. 34<sup>th</sup> Street, Suite 603  
Kansas City, MO 64111  
Phone: 816-471-1884

**MERS Goodwill**

2545 S. Hanley Road  
St. Louis, MO 63144  
Phone: 314-647-7453 or 1-888-651-4177

## ATTACHMENT L- STATE SCSEP PROJECT DIRECTOR CONTACT INFORMATION

Michael Brewer, Missouri SCSEP Project Director  
Missouri Department of Health and Senior Services  
Division of Senior and Disability Services  
Bureau of Senior Programs  
P.O. Box 570  
Jefferson City, MO 65102-0570  
Phone: 573-526-4542  
Fax: 573-522-3024  
Email: [SCSEPEmployment@health.mo.gov](mailto:SCSEPEmployment@health.mo.gov)



Missouri Department of Health and Senior Services  
Division of Senior and Disability Services  
P.O. Box 570  
Jefferson City, MO 65102-0570  
573-526-4542  
health.mo.gov

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Hearing- and speech-impaired citizens can dial 711.

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